ABERDEEN INTERNATIONAL AIRPORT CONSULTATIVE COMMITTEE

QUARTERLY MEETING – 15 MARCH 2019

Our next quarterly meeting will be held on Friday 15 March 2018 at 11.00 in the Board Room, Aberdeen International Airport. We look forward to seeing you there. It looks like a busy agenda!

If you are unable to attend, please let our Secretary, Maggie Mackenzie, know at margaret.mackenzie@aiairport.com or on 01224 725788.

For new members unfamiliar with the Board Room

To access the board room, use the telephone on the door opposite the BA check in desks to call Maggie or one of her colleagues on extension 685788. Someone will come to escort you through the security door and upstairs. There is a lift for anyone with mobility needs.

New members will be asked to complete two forms: one under the General Data Protection Regulations 2018, to provide authority for us to contact you on your preferred email address and/or telephone number; and the other a Non-Disclosure form to signify that you will respect any issues discussed at our meetings that are in any way confidential and not use or pass on the information for other purposes. We can do this at the meeting.

Meetings invariably start at 11.00, and conclude with a sandwich lunch, normally at about 13.00. Item 13 of the agenda gives the dates for meetings in 2019.

AGENDA

1. **Apologies** for absence

2. **Notification of and welcome** to new members:

   a. Helen Gordon, ATPI, representing ABTA/SPAA, successor to Gary Hance
   b. Shane Taylor, Senior Policy and Government Affairs Executive, Aberdeen and Grampian Chamber of Commerce

3. **Minutes** of our meeting held on 7 December 2018 – Annex 1

4. **Matters arising** not elsewhere on this agenda

5. **Constitution:** to note that our Constitution has now been updated to include Visit Aberdeenshire as a member, as approved at our meeting on 7 December 2018. A copy of the revised Constitution will be posted on the AIACC website. If anyone wishes a personal copy, please ask Peter

6. **Managing Director's presentation and quarterly update**

Yvonne Birch, Head of Retail Aberdeen & Southampton, will deliver the presentation on behalf of Steve Szalay, MD.

7. **Noise issues**

    a. **Quarterly noise report** – Annex 2

8. **Chairman's quarterly report** – since the previous meeting the Chairman has met with Phyllis Stuart and Steve Szalay (both 20 December) and chaired a meeting of the Strategy Sub-Group convened to examine the UK government's Green Paper *Aviation 2050* (23 January 2019) – see also item 9a below

9. **Government and related consultations and reports:**

    a. *Aviation 2050*: **UK government Green Paper:** To note that the Green Paper was published during December 2018. It is a comprehensive attempt to develop an aviation strategy for the UK through to 2050. The AIACC Strategy Sub-Group met to discuss a draft response on behalf of the Committee on 23 January 2019. Their proposed response is now attached – Annex 3. The Sub-Group recommend that apart from some brief responses to the opening Chapter of the Paper, we should focus on the Chapters dealing with regional connectivity and passenger interests, as the two elements of the document on which we feel we can respond most authoritatively. The feedback of the Committee is sought before our final response is prepared and submitted to DfT before the closing date (16 April 2019 copy of the Green Paper may be accessed   at https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/769695/aviation-2050-web.pdf. Our draft answers focus on questions 7, 14, 16, 18, 31 – 34, 39, 43 – 46 and 51;

    b. **The future of drones in the UK:** To note that the UK Government has published its response to the "future of drones in the UK consultation" and its decision to give the police greater powers to tackle drone misuse and better protect airports. The Minister's foreword in the publication summarises the detail of the Government's response. For ease of reference, in respect of the current "no-drone zones" around airports, the Government has stated it will introduce additional 5km long by 1km width exclusion zones from runway ends, alongside an increase to the airport restriction out to the current Aerodrome Traffic Zone around airports (approximately a 5km radius circle). Drone pilots wishing to fly within these zones must only do so with permission from the aerodrome Air Traffic Control. The DfT will amend the Air Navigation Order 2016 to implement these changes. As regards police powers, the proposed

new powers will also include giving the police the option to issue fixed penalty notices for minor drone offences, to ensure effective enforcement and an immediate deterrent to those who may misuse drones or attempt to break the law. The Government is finalising a Draft Drones Bill with will be brought forward in 2019. More information may be accessed at https://www.gov.uk/government/news/new-police-powers-to-tackle-illegal-use-of-drones;

c. **CAA publication: *Airspace Modernisation Strategy***: to note the publication by the CAA of this document, which sets out its plans through to 2040, to thoroughly overhaul the way in which airspace is used, in order to enable more flights to, from and through UK airspace and to ensure more flights leave and arrive more punctually. Members will recall that we responded to the earlier consultation which has led to this publication, which may be accessed at http://publicapps.caa.co.uk/modalapplication.aspx?appid=11&mode=detail&id=8960;

d. **CAA consultation on process for approving certain changes in air traffic control operational procedures:** to note a current consultation on what the CAA call 'a planned and permanent redistribution of air traffic' (PPR), which may change the way airspace is used. The General Manager NATS ABZ has advised that this new process should not have any impact on air space management around Aberdeen;

e. **CAA publication of their annual Consumer Panel report:** to note publication of this document, which may be accessed at http://publicapps.caa.co.uk/docs/33/CP_Annual_Report_report%202017-18%20final.pdf. The CAA Consumer Panel was set up about five years ago to advise the CAA from a consumer perspective (as a 'critical friend') on issues within the terms of reference of the CAA. Initially, much of the Panel's time was spent on the third runway at Heathrow and matters relating to the charging regime at the UK's regulated airports (Heathrow, Stansted and Gatwick). Under its new Chair, the Panel seems to be taking a wider view of consumer issues;

f. **CAA consultation on a review of CAP1228, guidance on quality standards for services to passengers with additional needs:** to note this consultation, launched 1 February, deadline for responses 15 March, copy attached at Annex 4. It is planned to table a suggested response at this meeting for submission to CAA later that day;

g. **Noise management – Implementation of EU Regulation 598/2014 into Scottish law:** to note a consultation from Transport Scotland dated 21 January 2019, seeking a response from AIACC by 1 February 2019, regarding the adoption of EU Regulation 598/2014 into Scottish law by 29 March 2019. The

Regulation came into force on 13 June 2016, requiring a 'competent authority' to be appointed to oversee decisions on noise-related operating restrictions at major airports. Transport Scotland understands that, in Scotland, currently only Edinburgh and Glasgow airports are in-scope, based on the number of aircraft movements per annum, and that Aberdeen is likely to be the next Scottish airport to come within scope. The consultation was proposing that the local authority within which the airport is located would be the competent authority for decisions taken by them as planning authority, and Scottish ministers would be the competent authority where, for example, a planning application is called in. The consultation came just as the AIACC sub-group were due to meet to consider our detailed response to *Aviation 2050*, so they considered and approved on behalf of the Committee the attached letter – Annex 5.

10. **BREXIT:** to receive an update on the impact of Brexit on aviation at B-day minus 14.

11. **Draft AIACC annual report 2018:** to receive the proposed text of the annual report for 2018 and to consider and approve any changes proposed by members. The text will then be illustrated before issue; also, to consider wider circulation of the report electronically (eg to all members of the local authorities and community councils, members of representative bodies, media, etc) – Annex 6.

12. **Procedure for the appointment of a successor to current Chairman:** to note that the procedure to appoint a successor to the current Chairman will start shortly, with update on progress at the June meeting. The advertisement is due to be placed in local media, and on the airport and AIACC websites, on 22 March. The procedure requires three members of this Committee to discharge the process with the Managing Director of the airport: nominations will be called for at this meeting.

13. **Drones:** Daryl Heaselgrave, NATS ABZ, to demonstrate the Drones Assist app

14. **Any other competent business:** please let Maggie (01224 725788) have a note of any items you wish to raise, ideally by 11 March

15. **Dates of future meetings** – to note the dates of remaining meetings during 2019

   7 June, 6 September, 6 December

MINUTES OF MEETING OF 7 DECEMBER 2018

ABERDEEN INTERNATIONAL AIRPORT CONSULTATIVE COMMITTEE

Minutes of the Aberdeen International Airport Consultative Committee held on 7 December 2018.

Present

P Smart	Chairman
S Szalay	Aberdeen International Airport Limited
G Cowie	Aberdeen International Airport Limited
G Hance	ABTA/SPAA
S Walker	NATS
I Armstrong	SCDI
N MacGregor	Aberdeen City Council
J Cox	Aberdeenshire Council
A Mackenzie	Aberdeen City Council
M Roy	Aberdeenshire Council
R Dias	Babcock
J Wood	Passenger Representative
S Shand	Aberdeen & Grampian Chamber of Commerce
P Stewart	BA/AOC
T Stapleton	Oil & Gas UK
I Stewart	Bucksburn & Newhills Community Council
C Foy	Visit Aberdeenshire

Apologies

D Heaslegrave	NATS
W Harrison	Dyce Community Council
H Gordon	ABTA/SPAA
J Samurai	Aberdeen City Council
G Blackett	Aberdeenshire Council

INTRODUCTION

P Smart welcomed all present to the meeting and introduced the new members to the committee: Steve Szalay, Aberdeen International Airport Ltd; Chris Foy, Visit Aberdeenshire; Trevor Stapleton, Oil & Gas UK and Ivor Stewart, Bucksburn and Newhills Community Council.

Helen Gordon will be the ABTA/SPAA representative going forward.

Each new member gave a brief introduction of themselves.

PS advised that IS was replacing M Baker on the committee and undertook to send a letter of thanks to MB for his contribution to the AIACC over the years.

MINUTES OF MEETING

The minutes of the previous meeting held on 7 September were reviewed and approved with no matters arising.

PS enquired if there were any further updates on the special assistance discussion at the last meeting.

GC advised that significant progress had been made and that a meeting has been scheduled later in the month to identify the issues regarding facilities for island passengers transiting from hospital.

The PRM desk is scheduled in quarter 1 to be moved from its current location to the Swissport ticket desk adjacent to the front door.

K Douglas is investigating options for systems to assist partially sighted passengers which will provide a verbal description of a room, ie: door to the left etc.

Training is scheduled to provide basic sign language sessions to G4S, security and terminal staff. AIAL are also looking to do sessions for the children's version.

AIAL are looking at options to move the yellow phone forward.

AIACC CONSTITUTION

PS advised that the Constitution has to be amended to include representation from Visit Aberdeenshire. This was formally agreed by the committee and PS will amend the Constitution accordingly making Visit Aberdeenshire a permanent member.

MANAGING DIRECTOR'S QUARTERLY REPORT

GC provided an overview on the business for the last quarter covering passenger figures, KPI performance, service quality monitor statistics, security performance, routes, strategic initiatives and charitable donations.

International passenger figures have been impacted with the withdrawal of Lufthansa and Icelandair. Easyjet are to cease their Gatwick rotation early February, work is ongoing to get another airline to take up this viable route and also to attract new routes to Aberdeen.

Security underwent a full CAA inspection in October with 15 inspectors on site which resulted in the best airport inspection in the UK to date with a compliance score of 98%. Phase 3a of the terminal transformation will be complete in April 2019 which will see the new retail units open with Phase 3b complete in September 2019. This will involve the completion of the catering outlets and the final stage of the £21 million project.

The second Runway Run will take place on 22 June 2019 with funds raised split between two charities including AIAL's charity partner, Befriend a Child.

PS thanked GC for a very comprehensive presentation.

NOISE ISSUES

Quarterly Noise Report

Owing to S Torpey being on annual leave there was no Noise Report available however PS advised that there had been 7 noise complaints in September, 2 in October and 3 in November. The complaints were similar to previous and were within the usual volumes for the period and all agreed there was no cause of concern.

PS thanked AM, GH and JC who attended the Draft NAP meeting along with D Hindson of Airside Operations and D Heaslegrave and M Simon from NATS. The draft response letter is Annexe 2 of the Agenda which states that the AIACC support the document and PS requested approval from the committee. Approval was granted.

CHAIRMAN'S REPORT

PS advised that he had attended 6 meetings over the period which included completing the AIACC webpage with J Stewart, the official opening of the BA Lounge, chairing the meeting of the sub group to discuss the draft NAP and individual meetings with C Foy , D Provan and S Szalay.

CONSULTATIONS AND REPORTS

There are no current CAA or government consultations.

The Aviation Strategy green paper is due to be launched later this month, if a response is required an additional meeting will be called either of a sub group or full committee.

The Home Office have issued a consultation in England and Wales on alcohol licensing at international airports, no observations will be required by AIACC.

BREXIT

A technical note issued by the UK Government on air services in the event of a 'no deal' Brexit is attached as Annexe 3 of the Agenda.

Previously issued technical notes on aviation security and safety in the event of a 'no deal Brexit' are available at https://www.gov.uk/government/publications/aviation-security-if-theres-no-brexit-deal and https://www.gov.uk/government/publications/avaition-safety-if-theres-no-brexit-deal.

SS advised that AGS Airports were following the situation very closely and all pointers are currently showing that there should be no major issues regarding flights.

PROCEDURE FOR THE APPOINTMENT OF A SUCCESSOR TO CURRENT CHAIRMAN

PS advised that he would be retiring in December 2019 from his position as Chair of the AIACC after 15 years in office. The post is being advertised with the view to appointing a successor who will work with PS for the last two 2019 meetings of the committee and take over the chair during the December meeting. Interviews will be carried out with 3 selected members of the committee present.

DRONES

This item of the agenda has been deferred to the next meeting.

DATE OF NEXT MEETING

The next meeting will be held at 1100 hrs on 15 March 2019 in the Board Room, Main Terminal Building.

Further meetings for 2019 will be held as follows:

1100 hrs	7 June
1100 hrs	6 September
1100 hrs	6 December

QUARTERLY NOISE REPORT

Aim of Report

This report outlines the key results required to be reported from Aberdeen's Noise Action Plan, which aims to manage and where possible reduce the impact of noise from aircraft at Aberdeen International.

This action plan seeks to manage noise from Aberdeen Airport's operation, including terminal and airfield.

Action Point

We will continue to log all complaints relating to aircraft operations and publish the statistics through the Airport Consultative Committee.

Action Point

We will seek to respond to at least 95% of all complaints and enquiries within 5 working days of receipt and publish our performance to the Airport Consultative Committee.

Month	Number of noise complaints	Number of noise complainants	Area	Event Type	Respond within 5 days	Response to issue
Nov	3	3				
			Dyce	Helicopter noise from what sounded like numerous stationary helicopters	Yes	Communication advising of aircraft conducting a high power ground run on Runway 23
			Dyce	Helicopter stopped outside house in contravention of agreement	Yes	Communication advising of investigation and compliance with regulations
			Kinmuck	Complaint regarding altitude, louder aircraft and decibel comparisons.	Yes	Communication advising of aircraft altitudes and decibel levels of aircraft of different types.
Dec	5	5	Dyce	Helicopter stopped outside house in contravention of agreement	Yes	Communication advising of investigation and compliance with regulations
			Aberdeen	Complaint of aircraft low over the house. Very loud	Yes	Communication advising of investigation and compliance with regulations

			Dyce	Excessive noise from aircraft on airfield	Yes	Communication advising of aircraft conducting ground run on Runway 23
			Dyce	Helicopters held opposite houses on Cordyce View	Yes	Communication advising of investigation and compliance with regulations
			Mastrick	Landing aircraft much lower than normal	Yes	Communication advising of strong wind conditions making landings to airfield slower
Jan	7	4				
			Dyce	Helicopter holding at Echo 3	Yes	Communication advising of investigation and compliance with regulations
			Dyce *2	Aircraft on east side which had its APU running for more than 1 hour	Yes	Communication advising of investigation and communication changes made by Babcock to operations and pilots.
			Stoneywood	Complaint about the helicopter traffic directly over house and that this is not the flight path	Yes	Communication advising of investigation and compliance with regulations
			Balmedie	Complaint regarding helicopter flights over house	Yes	Communication requesting additional information from complainant. No response to date.
			Bridge of Don	Constant helicopter movements over property.	Yes	Communication advising of investigation and compliance with regulations
			Muggiemoss	Complaint regarding low flying helicopter over house and River Don should be followed	Yes	Communication advising of investigation, compliance with regulations and safest routes followed.

UK GOVERNMENT CONSULTATION : *AVIATION 2050*

RECOMMENDED DRAFT RESPONSE FROM AIACC

Please see following pages

The way in which the questionnaire is formatted by DfT means it cannot be repaginated for this agenda.

2. Personal details

1. Your name and email address (only used if we need to contact you).

Your name	Dr Peter Smart
Your email	smartpeterdr@btinternet.com

2. Are you responding as:

	an individual? (Go to section 4. Chapter 2: Build a global and connected Britain)
√	on behalf of an organisation? (Go to 3. Organisation details)

3. Organisation details

3. What organisation do you work for?

Aberdeen International Airport Consultative Committee

4. What type of organisation is this?

	Airline
	Airport
	Regulatory body
	Interest group
	Community group
	Industry
√	Other: airport consultative committee

4. Chapter 2: Build a global and connected Britain

The UK has the largest aviation network in Europe and the third largest in the world, an industry that contributes at least £22 billion to the UK economy, along with over 230,000 jobs. The government supports the growth of the aviation sector, provided that this happens in the most sustainable way, to ensure its continued success.

Build a global and connected Britain

Aviation is important for the government's goal of building a global and connected Britain. The UK already plays a prominent role on the world stage with the biggest international aviation network in Europe and currently the third largest in the world. Through the Aviation Strategy the UK will be equipped to build new connections in rapidly growing aviation markets, and to use the leverage we have internationally to pursue our objectives on environmental measures and liberalisation.

The government is working to:

- improve standards globally

- maintain and improve the UK's connectivity

- support UK aviation exports, including overcoming barriers to exporting

5. This section contains questions on chapter 2 of the consultation document - Build a global and connected Britain. Which of the following topic areas are of interest to you as an individual or to the organisation on behalf of which you are answering? (choose all relevant options)

	Air services agreements
	Liberalisation of air traffic rights
	Airline ownership and control
	Interchange (short term leasing of aircraft between airlines)
	International standards
	Aviation exports
	Global connectivity
√	Airline competition

7. What should the UK's priorities be for strengthening existing connections and establishing links with emerging markets?

We are responding to this question from the perspective of the North East of Scotland, which is the home of the UK off-shore energy sector, an important centre for life sciences, the location of a number of international firms engaged in the production and export of high value-added, high quality food and drink, two universities and other educational and research-active establishments, and an area renowned for its leisure and tourism facilities: all within a catchment area of around 500,000 population.

The north east of Scotland is a key player in the success of UK plc. The offshore oil and gas sector, which has been a vibrant player for more the 50 years, is set to continue in production for another 25 years at least, according to latest industry data. The sector has now evolved beyond oil and gas to be a generic energy sector, including renewable energy (such as offshore wind farms), decommissioning, and a centre of energy expertise which is in demand across the globe.

The area is also within two hours or so of key food and drink exporters, including the majority of Scotland's whisky distilleries, as well as household names in the manufacture and export of top-quality food products. The area is also seeking to develop and grow its inbound tourism sector and further development of the cruise industry when the major extension to Aberdeen Harbour comes on stream later this spring. These, and the other sectors mentioned in our first paragraph above, are heavily reliant on immediate access to regular, sustainable and reliable air services offering global connectivity.

Aberdeen is the largest and busiest of the UK mainland's peripheral regional airports, generating over 3 million journeys a year, of which more than 60% are business travellers. Unfortunately, our catchment area is not sufficiently large to justify and sustain direct services beyond the UK and routes to such European hubs as Amsterdam, Paris CDG, Dublin and Copenhagen. Thus, the maintenance and development of frequent sustainable air services, both direct and by interlining, is critical for the current and long-term needs of industry, both exporting and incoming.

We have, as the consultative committee for Aberdeen International Airport, which includes in membership the main business and tourism associations for the area, in addition to local authorities, consistently made this argument in response to UK government aviation strategy consultations over the past 20 years. But we recognise that aviation works (generally speaking) in a free market, so we – and other UK peripheral airports – are at the mercy of the commercial decision making of airlines and their ability to survive in a challenging market place.

Our priorities therefore include appropriate provision in the aviation 2050 strategy (including the ring fencing of slots of the UK's major airports for domestic feeder services) to enable the economy of Aberdeen City and Aberdeenshire and surrounding areas to survive and grow over the next 30 years. We recognise that this will include interlining and connectivity for flights beyond 'near Europe', and so the needs not just of Aberdeen International Airport, but also other regional airports, must not be overlooked in the government's strategy.

14. Looking ahead to 2050, are there any other long term challenges which need to be addressed?

For the strategies arising from Aviation 2050 to be monitored to ensure that they remain valid and responsive to any changes in the patterns of demand for flying and of passenger choice.

Global and connected Britain evidence

16. Please give a brief summary of the additional evidence that you wish to provide.

Comments:

We have referred to the need for frequent (ie multiple daily) sustainable services from Aberdeen to London Heathrow, other London airports and the main UK provincial airports (Manchester and Birmingham), as well as to the near Europe hubs, including Amsterdam and Paris CDG, to serve outbound and inbound business and leisure traffic to and from all the major cities of the world (and some rather more remote ones for the off-shore energy sector).

Two mainstay airlines

There are two airlines (British Airways and KLM) that have had a constant presence at Aberdeen for at least forty years, providing connectivity to the world through London Heathrow and Amsterdam Schiphol respectively.

The fragility of the aviation environment: other airlines come and go

During the same period, other airlines have come and gone, or been absorbed into other carriers, as a consequence of the somewhat fragile environment in which many smaller players operate. At various times, DanAir, British Caledonian and British Midland/BMI, who had provided services to London Heathrow and London Gatwick, were each absorbed into British Airways. Virgin Atlantic established Little Red to assume the services previously offered by BMI from Aberdeen (and Edinburgh) to Heathrow but lasted two seasons.

As we make this submission, we are concerned at the fragile financial position of Flybe, which offers flights from Aberdeen to around a dozen UK provincial airports and continue to monitor the outcome of the proposed sale to a consortium including Virgin Atlantic and Stobart Air. Any radical change in the current Flybe pattern of flights could potentially impact adversely on the needs of passengers and on the fortunes of the airport.

The Aberdeen – London Gatwick chequered history

London Gatwick has always been an important destination from Aberdeen, for point to point and interlining, but has had a series of airlines providing the service. In the 1970s, BEA/British Airways were the carrier. From the early 1980s to the 1990s, DanAir took over the route with multiple daily services timed to meet the needs of the businesses of North East Scotland. These routes were then absorbed back into the British Airways' schedule when they bought out DanAir in 1992 with four rotations a day, until T5 was opened at Heathrow and services to Houston and Dallas Fort Worth were transferred from Gatwick, at which point BA withdraw their Aberdeen to Gatwick service. Flybe then took it on, with three rotations a day, until they withdrew all their

services from Gatwick as a result of their disagreement with the management of Gatwick on their charging policy. Latterly, with two rotations most days, easyJet took over the route, at less convenient times for Aberdeen-originating traffic, until they gave two months' notice of their intention to abandon the service from February 2019. A business centre such as Aberdeen really needs a more robust and reliable service, and a carrier who would be committed to the long term.

Other routes

Critical inter-regional services from Aberdeen, to destinations as diverse as Norwich, Humberside, Durham Tees Valley, Newcastle, Southampton, Bristol, Liverpool, Cardiff Wales and Belfast City, have also had somewhat chequered histories as airlines such as BA and KLM changed their business models away from short UK internal routes to feeder services via their main hubs in the early 2000s, and as a number of airlines whose names are now only remembered by long standing passengers and former staff fell prey to changes in economic circumstances.

6. Chapter 3: Ensure aviation can grow sustainably

Demand for aviation has grown significantly since 2010 and the government welcomes growth in the sector, but this growth must be sustainable. Achieving this requires a partnership between the government, the regulator and industry to work within a comprehensive policy framework to better manage the environmental impacts of the sector.

The Aviation Strategy:

- outlines the government's preferred approach for developing a framework for sustainable growth and outlines the respective roles for government and industry

- makes the case for making most efficient use of infrastructure, including by reforming the system for slot allocation at airports and continuing to support industry in improving resilience

- describes the approach being taken to airspace modernisation to deliver capacity and environmental benefits

- sets out a robust policy framework and package of measures to reduce the harmful effects of aviation on the environment, such as carbon emissions, air quality and noise

- sets out government's expectations that communities should benefit directly from growth

17. This section contains questions on chapter 3 of the consultation document - Ensure aviation can grow sustainably. Which of the following topic areas are of interest to you as an individual or to the organisation on behalf of which you are answering? (choose all relevant options)

	A partnership for sustainable growth
	A partnership for sustainable growth
√	Airspace modernisation
√	Resilience
	Slots allocation
	Safeguarding land
√	Community engagement
	Carbon emissions
	Non-carbon emissions
	Air quality
√	Noise
	Reducing waste

√	Sustainable journeys to the airport

18. To what extent does the proposed partnership for sustainable growth balance realising the benefits of aviation with addressing environmental and community impacts?

We agree that there should be a 'partnership' as shown in your Figure 8 to commit to a balance of interests as the UK aviation strategy seeks to offer sustainable growth. However, as an airport consultative committee, which does not have discrete professional and technical advice available on all the various aspects of the partnership, we do not feel able to make a detailed response to this section. However, we do see ourselves as a key resource locally in engaging with our local communities in the way that the recent new airspace management process provides a role for consultative committees.

We welcome the green paper's specific reference (paragraphs 3.69 and 3.70) to the continuing and future potential role of airport consultative committees. The AIACC has been proactive in representing the widest interests of communities and stakeholder groups on a consensus basis to the airport management, to the local communities and to government and other public bodies, such as the CAA, over the past 20 years. We work under the current DfT Guidelines for ACCs, and look forward to legislation that further recognises ACCs as the first point of contact for community groups concerned about the operation of the airport they represent.

8. Chapter 4: Support regional growth and connectivity

Airports are vital hubs for local economies, providing connectivity, employment, and a hub for local transport schemes. The government wants to ensure, through the Aviation Strategy, that these benefits are maximised, by ensuring that:

- markets are functioning effectively for consumers and local communities

- airports are delivering the connectivity that regions need to maximise their potential

- the industry continues to provide high quality training and employment opportunities

- barriers to freight are reduced

The government recognises the importance of rebalancing the UK through economic growth of the regions and ensuring that the UK remains competitive after we leave the EU. Airports have a crucial role to play as hubs for growth within and beyond the region in which they are situated. The government is committed to working with the industry to develop appropriate and practical policies that support the industry's ambitions. The Aviation Strategy focuses on:

- regional connectivity

- regional transport hubs

- supporting freight

- regional employment, training and skills

30. This section contains questions on chapter 4 of the consultation document - Support regional growth and connectivity. Which of the following topic areas are of interest to you as an individual or to the organisation on behalf of which you are answering? (choose all relevant options)

√	Regional connectivity
√	Public service obligations (PSOs)
	Start up aid
√	Air passenger duty
√	Surface access to airports
	Supporting freight
	Regional employment and skills

31. To what extent do these proposals provide the right approach to support the complex and varied role that airports play in their regions?

The critical importance of regional airports and regional connectivity

We have already given a detailed pen picture of the reasons why regional connectivity is critical to the needs of Aberdeen and the north east of Scotland (answer to Q7).

So the UK (and Scottish) governments will no doubt appreciate, this Chapter in the consultation is one of particular concern and interest to the constituent members of the consultative committee. We have already in response to questions 7 and 16 made the case for frequent sustainable connectivity between Aberdeen International Airport and London Heathrow and other UK and near Europe hubs, since so much of the commercial base of the north east of Scotland relies on exports of goods and services, and on the short- and longer-term transfer of skills and knowledge between global locations of the energy sector.

Taking your taxonomy of 'local', 'regional' and 'national' airports (paragraph 4.4), Aberdeen is perhaps unique. We serve a catchment area that is 'local', but the propensity to fly means that we also have many of the characteristics of a 'regional' airport. On the mainland of the UK, we are by far the largest and busiest airport within what can be described as the UK's peripheral regions, including being one of the world's busiest heliports. We have more services to non-UK destinations (both regular scheduled and leisure) than any other mainland peripheral airport, and a more complex network of scheduled services to other UK local, regional and national airports than any other UK airport outside of London.

Importance of UK inter-regional air services

In addition to our need for connectivity, regional air services to other UK provincial cities are essential. Every UK city outside Scotland is more than four hours by road or rail from Aberdeen and many, such as Manchester and Birmingham, are so far away that a day return business trip other than by air is impossible. This is why Aberdeen International Airport has a web of scheduled, normally multi-flight daily, routes from the Northern Isles (Shetland and Orkney), to the north east and north west of England, Humberside, Birmingham, East Anglia, Bristol and Belfast, and services to such centres as Southampton and Exeter with a single change connection at Manchester.

The airport plays a critical role in helping provide onward connectivity to and from the Northern Isles and Wick John O'Groats. These services also provide a vital life line for health service transfers from local hospitals to Aberdeen Royal Infirmary, the regional centre of excellence for the north and north east of Scotland.

Many of these services are provided by small regional airlines, for whom high fuel prices and economic uncertainties add to their relative fragility.

The importance of regional connectivity

We have noted already that the catchment area of the airport (population c500,000) cannot provide the custom to sustain longer-haul services. Therefore, we are totally reliant on connectivity for many of the business and leisure journeys originating in the north east of Scotland.

We cannot stress enough the benefits that the airport brings to the economy of the north east of Scotland: for outbound and inbound business traffic, and for the increasing focus on the

development of an inbound tourism strategy. We recognise, for example, that high spending tourism from the Far East and North America (for example, seeking our golf courses, the whisky and castle trails, seasonal fishing and shooting, and family history) invariably needs to connect through a hub to get to the north east of Scotland. Naturally, as the consultative committee for the airport, we would prefer to see their final destination as Aberdeen, rather than them making a land journey from another arrival airport in the UK.

We know, within the Scottish context, we cannot compete with Edinburgh, which you describe in paragraph 4.5 as a 'national airport', or Glasgow, nor with the needs of the populations within, say, an hour's drive of Edinburgh, Glasgow or Prestwick airports. But we still rely on our local airport as a generator of employment prospects within its catchment area. High added-value food and drink, internationally renowned players in life sciences and other research majors, and educational services all have a part to play alongside our reputation as the 'oil and gas capital of Europe', which now extends to renewables and decommissioning.

There is evidence that, despite Edinburgh being a 'national' airport, with a slowly increasing number of long-haul services to the USA, Turkey and the Middle East, as well as China, the propensity amongst Aberdeen's traditional market is to use Aberdeen as point of departure/point of return, making connections through London, Manchester, Amsterdam, Paris and Dublin. The pull of the local airport is strong, particularly when early morning departures/late evening arrivals are factored in.

32. To what extent are the proposals on skills the right approach to ensuring the aviation sector is able to train and retain the next generation of aviation professionals?

We have read with interest paragraphs 4.51 onwards of Chapter 4, and recognise the importance of employment, training and skills and the need for greater diversity of the workforce, both generally and in aviation, but we find it difficult to understand why issues such as pilot training feature in a chapter purporting to be about supporting regional growth and connectivity. Yes, they are important to the maintenance of regional air services, but pilot training seems to us to be a national (and international) issue in which airlines and air training colleges have a primary responsibility.

The challenge for the UK aviation industry seems to us to be international, bearing in mind the exponential increase in demand for flight crew from the Far East and other emerging economies, where, we understand, for example, that Chinese airlines are buying up flight training schools in Australia to meet their domestic demand.

For locally based staff, in ground handling, airport management, etc, then the setting of national standards for locally based apprentices, education and training would, we suggest, help to ensure a level playing field in terms of service provision, customer support and so on, helping airports to achieve the kinds of performance levels foreseen in Chapter 5, on a proposed passenger charter.

Policy proposals

The questions in the section below refer to policy proposals contained in chapter 4 of the

consultation document - Support regional growth and connectivity. As with the rest of this consultation, you are welcome to respond to any, all or none of the questions in this section.

33. How could the policy proposals be improved to maximise their impact and effectiveness in addressing the issues that have been identified?

Keeping market distortion to a minimum

We do not dispute the statement in paragraph 4.6 that 'the aviation market operates predominantly in the private sector', a statement that is true taking the UK as a whole. And we support the view expressed in paragraph 4.10 that government intervention should be driven by evidence to ensure market distortion is kept to a minimum.

However, the situation in Scotland is different from the general position in other parts of the UK and we would argue that the airport market in Scotland is distorted directly as a consequence of Scottish (and previously, UK) government actions, by the public subsidies and loans to the airports owned by Scottish ministers, by some of the exemptions from APD and by the PSO that applies to the Dundee to London Stansted service.

Only the three largest airports (Aberdeen, Edinburgh and Glasgow, all former BAA airports), are in the private sector. None of these receives nor expects public sector subsidies.

Highland and Islands Airports Limited (HIAL)

Eleven Scottish airports are operated by a public corporation (Highland and Islands Airports Limited) wholly owned by Scottish ministers and supported by subsidies from the Scottish government under Section 34 of the Civil Aviation Act 1982. This subsidy for 2017-2018 was £20 million revenue funding and £8.6 million capital funding, according to HIAL's annual report for the period.

In addition, Glasgow Prestwick airport was purchased by the Scottish government for £1 in November 2013. Despite being operated as 'a commercial business at arm's length from the government', it has consistently received around £10 million a year by way of Scottish government loans, which apparently have no defined repayment arrangements.

Further, within the islands groups a number of very small local airfields are operated by the local islands' councils.

We wish to state categorically that we would not argue with appropriate levels of public subsidy for the majority of airports operated by HIAL, which are in the main small, local, often island-located, airfields which offer a life line service to residents and businesses, nor for those airfields operated by the islands' councils.

We would suggest, however, that some elements of Scottish government subsidy can have the effect of distorting the market. For example, we understand that Inverness airport continues to receive Scottish government revenue and capital support, despite having a throughput of approaching one million passengers a year. This compares with airports elsewhere in the UK, such as Bournemouth, Norwich, Exeter and Southend, which are in private ownership and, as far as we are aware, do not receive public support. It is not that we object in any way to the presence of Inverness as an airport providing essential services to its local population and in-bound tourism, but that the Aberdeen International and Inverness are just 91 miles apart, operating under two totally different regimes of funding.

A similar inequity seems to us to apply between Glasgow International and Glasgow Prestwick airport, which are just 33 miles apart and serve very much the same catchment area – with the first having a vibrant portfolio of routes and carriers and the second relying on predominantly one carrier and a diminishing number of scheduled services.

Ring fencing slots

The consultative committee has consistently argued over the past two decades for the ring-fencing of a specific proportion of slots at Heathrow for the maintenance of existing domestic services into the airport, and, as the third runway is built, for this number of slots to be increased.

We are always mindful that the airlines operate in a free, competitive market, so we are concerned that there is evidence that some slots currently used for domestic services might be transferred or sold by the airlines holding them to provide long-haul services that are more lucrative both to the operating airline and to the airport operator.

Public service obligations (PSOs)

We have no objection to the use of PSOs to support essential life-line air services between, for example, the various Orkney islands, where some flights are even timed to enable secondary level pupils to attend their nearest school on a daily, rather than a boarding, basis. This seems to us good use of public money.

On the other hand, we would query the commercial and social benefits of the one PSO funded route out of Scotland of which we are aware: Dundee to London Stansted. This service operates twice a day using a 36-seat aircraft. Dundee is the one HIAL airport that is not within the conventional definition of 'the Scottish highlands and islands'. It had a throughput of passengers of just 21,909 in 2017 – 2018, according to the HIAL annual report, which suggests to us the service must fly at approximately half capacity on average, or at a PSO subsidy of some £66 or more per seat.

This is the only regular scheduled service from Dundee, which is just 58 miles from Edinburgh airport and 72 miles from Aberdeen airport (or about 75 minutes' drive from each). It is understood that most Dundee originating passengers still choose to fly from Edinburgh, which offers an extensive portfolio of services. We therefore question whether the route is truly for social or economic benefit, or somewhat of a vanity project.

To put our comments into perspective, air services from Shetland and Orkney, where Sumburgh Shetland and Kirkwall Orkney are HIAL airports, to Aberdeen and Edinburgh are required to operate on a commercial basis – for island populations of less than half the population of Dundee – using exactly the same kinds of aircraft.

We are not sure (paragraph 4.20) whether PSO services should be imposed into Heathrow. This will, we feel, depend on the types of aircraft in use, since the landing or take-off speeds of turbo prop planes requires greater separation of aircraft on approach/take off. We understand, in fact, that the Flybe legacy services from Aberdeen and Edinburgh are now the only non-jet services permitted into Heathrow.

Air Passenger Duty (APD)

APD is, of course, now a delegated tax to the Scottish government, who have had to shelve their previously published plans to change APD to Airport Departure Tax (ADT) and to have a planned reduction to 50% of APD and subsequently to abolish the tax altogether. Their plans are

currently on hold because of the need to agree with the EU the extension of the current APD exemptions to ADT.

Over the years, this committee has sought to make a case that APD for all flights between two points in the UK should be charged at 50% of the normal levels of APD, depending on class of travel, since otherwise a return domestic flight bears a double whammy of two APD payments, whereas short haul return flights to Europe only bear APD on the outbound sector.

We appreciate that any changes in APD to domestic flights is now unlikely to the dealt with until the Scottish government implements the first stage of ADT. However, any change for flights originating from Scottish airports will not be replicated for inbound flights to Scotland, where APD will still apply.

For the consultative committee, APD is another area that gives rise to market distortion, which we have previously raised with the UK and Scottish governments. When APD was first introduced, all flights from all HIAL airports were exempted from APD, including those south from Inverness to other parts of the UK. At the time, there were very limited services from Inverness to destinations outside the HIAL area.

Today, as noted above, Inverness has a throughput of nearly a million passengers a year, many of whom will be flying to London Heathrow and Gatwick, to other UK provincial airports and to Amsterdam. On several routes, the frequency of service will be increased for the summer 2019 season, including Amsterdam, where KLM have just announced an increase to three flights daily And to Heathrow, where BA will be operating two services a day Monday to Friday and three services a day at week-ends.

Our contention is that for two airports so close together geographically, it is inequitable that there should be two different approaches to APD based on historic circumstances. We would in no way suggest that the current exemption should be withdrawn from flights solely within the HIAL area, and from those from the HIAL area to 'life-line' airports elsewhere in Scotland. However, direct flights from HIAL airports (effectively, from Inverness) to other parts of the UK and beyond should, in our view, be subject to the same tax as flights from non-HIAL Scottish airports.

Regional transport hubs

The location of Aberdeen International Airport and the vast swathe of rural north east of Scotland that it serves does not lend itself easily to being a regional transport hub, although the airport operator does seek to encourage as much access by public transport as possible, especially to and from the centre of the City of Aberdeen which has up to six buses an hour. However, the availability of public transport from the more rural parts of the catchment area is non-existent, thus passengers are reliant on taxis or their private vehicles to get to and from the airport.

Other headings

We do not have anything specific that we wish to add in relation to the remaining headings of this Chapter.

34. How should the proposals described be prioritised, based on their importance and urgency?

First, ensuring that those airports which have regular scheduled services to London Heathrow are not disadvantaged by the operating airlines (BA and Flybe from Aberdeen International) using the slots for more lucrative long-haul services, or by selling the slots on to other airlines.

Second, seeking to encourage airlines to commit routes to the longer term and not to be able to cancel what seems to the traveller to be a heavily used service (easyJet, Aberdeen to Gatwick) with as little as eight weeks' notice.

Third, seeking to work with the devolved administrations to ensure that there is minimal, if any, market distortion as a consequence of devolved government policies.

10. Chapter 5: Enhance the passenger experience

All passengers should have a positive experience of flying. The industry is responsive to the needs of consumers but improvements can be made for passengers with additional needs and when things go wrong. The government proposes to consult on a new Passenger Charter to promote good practice in the sector, create a shared understanding of the level of service that passengers should expect, and communicate roles and accountabilities clearly. The government proposes to take necessary action to improve the experience at the border and tackle problems cause disruptive passengers. It will also consider strengthening the Civil Aviation Authority's range of enforcement powers across the consumer agenda.

The Aviation Strategy:

- sets out the proposed standards that could be included as part of a new Passenger Charter for aviation

- sets out a range of new measures for passengers with additional needs

- outlines measures to tackle the problem of disruptive passengers associated with alcohol

- describes the government's approach to improving the operating model at the border to enhance the passenger experience

- details proposals for simplifying and improving complaints and compensation procedures

- sets out government proposals for ensuring that consumers have timely access to the information they need to make informed choices

42. This section contains questions on chapter 5 of the consultation document – Enhance the passenger experience. Which of the following topic areas are of interest to you as an individual or to the organisation on behalf of which you are answering? (choose all relevant options)

√	Passenger charter
√	Passengers with additional needs
√	Disruptive passengers and alcohol
√	Experience at the border
√	Delays, complaints and compensation
	Airline failure
√	Booking information

43. To what extent does the proposed Passenger Charter adequately address the issues that are most important to passengers?

Passenger charter

We have no doubt that the passenger experience can still be improved, regardless of the airport, airline, handling agent, etc involved. There will always be a need to provide mechanisms for dealing with what the passenger considers to be an unacceptable standard of performance or treatment (paragraph 5.3). We also agree that there remain some barriers that prevent people with additional needs from flying, ranging from the size and complexity of the airport(s) involved, the standard of service received from the company that provides the 'PRM' service, to cramped seating and the lack of toilets of sufficient size on aircraft.

We believe that the proposed Passenger Charter can help to provide a base line for passenger expectations, against which their experience may be measured, and on which the more proactive service providers can build. Given appropriate objective measurable standards of performance, the Charter would allow objective comparisons between and rankings of airports to be made in a similar way to the CAA's annual reporting on service provision to passengers with additional needs.

We believe that Figure 18, Passenger Charter, covers many of the issues we would expect to see in such a document. We suggest there may be others, including sanitary facilities for special needs adults within airports that meet the *Changing Places* standard, and at least one toilet on board all aircraft that are used for flights longer than (say) two hours, that is fully accessible, as well as appropriate seating for passengers with specific needs. The first of these should be easier to meet on the ground. The second and third will depend on developing aircraft design (from slim line seats that allow more passengers to be carried to slim line toilets that are difficult even for the most agile passengers to use in comfort!) and may require international co-operation to enhance aircraft design. Put simply, paying attention to customer needs rather than seeking to cram in another row or two of seats!

Overall, we support the notion and intent of the Passenger Charter as articulated in paragraphs 5.10 – 5.19. We would hope that as part of the government's aviation strategy they will also require airport operators and airlines to produce their own Charters, within the guidelines in the national one, as part of the monitoring process.

Passengers with reduced mobility or disabilities

We support the government and the CAA in all that they are currently doing, and plan to enhance, in relation to passengers with reduced mobility and disabilities, both visible and hidden. We suspect it is easier for airports to canvass comments and feedback on the services that they provide, by engagement with local disability associations and by involving one or more passenger representatives with a disability on their airport consultative committees. We think this may be more difficult for airlines, yet our impression is that it is once aboard that passengers with reduced mobility or other disabilities are more greatly disadvantaged: seat allocation, space to navigate around the plane, use of in-flight wheelchair, toilet size, etc.

We are pleased to note that the proposed Charter will aim to promote best practice for assistance services (paragraph 5.25) and build on the CAA's monitoring function of standards of performance of services to PRMs.

Disruptive passengers and alcohol

We have no specific observations on the proposals in paragraph 5.35 *et seq*, other than a general comment that each of us as regular flyers would prefer not to encounter disruptive

passengers on a flight, but we feel that any measures introduced must be proportional to the problems identified.

Complaints and compensation

Our main observation on this item is that airlines and their ground handlers must ensure that all customer facing staff are aware of the statutory provisions relating to compensation for delayed or cancelled flights and ensure that justifiable claims are dealt with swiftly and honestly. Many airlines have good stories to tell, but even the best can be let down by ground staff who are hassled because of a major delay, or simply through lack of appropriate training.

Proposed role for Transport Focus

We note that the green paper proposes extending the role of Transport Focus 'to act as a representative body for air passengers, working closely with the CAA to boost the voice of air passengers and inform understanding of passengers' wants and needs'.

We would wish to see a much more persuasive case for this proposal, which appears almost to be a throw-away paragraph of just over 50 words at the end of a very long and well-presented chapter. Those of us with long memories will recall that the former Air Users' Council, which operated under the auspices of the CAA, had a similar role but was cash starved and was abolished some years ago, before the establishment of the CAA's current Consumer Panel, which has a different role as 'critical friend' to the CAA. Some of the functions of the former AUC still continue within CAA and some very good work has been done, for example, on the rights of passengers with reduced mobility and with hidden disabilities, with other former functions now wrapped up in the voluntary Alternative Disputes Resolution scheme. We recall that, at the time that the AUC was wound up, Transport Focus sought to be involved in representing aviation passengers, but their case was not upheld.

We agree wholeheartedly that there should be an active representative body for airline passengers that has teeth, where teeth are needed, to deal with the development, promotion and implementation of schemes to protect and advise passengers. But could this possibly best be done by expanding the CAA's current consumer division, which has immediate knowledge of and contact with all parts of the aviation industry, rather than by legislating for Transport Focus, which would have to develop an entirely new division? We believe both options, and any others of practical implementation, should be subjected to a cost benefit analysis, for wide consultation, before any definitive decision is taken.

44. How should the operating model for border service be designed to improve the passenger experience?

Briefly, to ensure that there are sufficient staff rostered to meet the demands of different parts of the day. At an airport with established schedules, this we feel should not be a difficult exercise, unless weather or other external forces cause major disruptions to scheduled operations.

And to make as much use of labour-saving technology as possible, provided it doesn't then cause machine-induced delays.

Policy proposals

The questions in the section below refer to policy proposals contained in chapter 5 of the consultation document – Enhance the passenger experience. As with the rest of this consultation, you are welcome to respond to any, all or none of the questions in this section.

45. How could the policy proposals be improved to maximise their impact and effectiveness in addressing the issues that have been identified?

We restrict our response to this question with reference to the role of airports. Aviation 2050 correctly identifies the complex web of players that make up an 'airport': the provision of infrastructure and some ground services by the airport operator; the role of ground handling companies, of which there may be several in even quite small airports; providers of services for passengers with special assistance needs; refuelling and catering suppliers; the role of passenger retail and catering facilities; and of course the airlines using the airport and the other airports to and from which flights are made (paragraph 5.11)

All too frequently local and regional airports find themselves castigated in local media, for example, 'Flight punctuality at XXX amongst the worst in the UK', or 'Chaos at YYY airport yesterday', with no attempt on the part of the media to look beneath the story to find out why punctuality is apparently 'poor' or 'chaos' apparently reigned. Frequently, the airport operator and ground handling staff can be as much a victim as the passengers involved in such headlines.

For example, punctuality depends more on the weather, air traffic control services, the availability of sufficient ground handling services to turn round an aircraft within schedule, and the passengers presenting themselves on time for boarding, as it does on the services provided by the airport operator.

Therefore, we feel more could and should be done by way of airport public relations to try to get across to media and passengers how airports operate. Maybe this needs too to be by way of a preamble to the proposed passenger charter, explaining what might be expected from different service providers within the airport.

We also feel that some of the information collected by the CAA needs careful review to ensure that it is truly in the interests of passengers and will help them to make informed choices. For example, the annual punctuality reporting is based on hundreds of pages of flight-by-flight route-by-route data, which when reduced to a global statistic for each airport gives a pecking order of punctuality. But when the consolidated statistics are closely examined, the difference in punctuality between two airports can be just seconds, not even minutes. Yet the CAA currently collate this information 'to assist passengers choose which airport to use, when there are two or more in their vicinity'. Does it? Who is going to travel two hours to another airport that happens to be a few seconds better in the punctuality stakes?

A similar comment applies to the annual reporting of organisations such as *Which?* (UK's 'best airports') and *Trip Advisor* (UK's 'best airlines'), which appear to rely entirely on the subjective opinions of those people who answer an annual questionnaire or bother to post a report on the organisation's website. More objective measures would be preferably.

46. How should the proposals described be prioritised, based on their importance and urgency?

First, produce a draft passenger charter for consultation, with an agreed 'not later than' implementation date, and a subsequent date by which individual airports and airlines are required to have their own charters, based on the national model, and a date for the commencement of monitoring.

51. Looking ahead to 2050, are there any other long term challenges which need to be addressed?

Probably the growth in demand from PRMs for special assistance, as the population of the UK (and many other parts of the world) continues to age, without dampening demand for air travel.

CAA CONSULTATION: REVIEW OF CAP1228

Guidance of quality standards for services to PRMs

Introduction

1. The aim of Regulation EC1107/20061 concerning the rights of disabled persons and persons with reduced mobility when travelling by air ("the Regulation") is to ensure that such people have the same opportunities for air travel as those of others, in particular that they have the same rights to free movement, freedom of choice and non-discrimination.

2. In relation to airports, the requirements of the Regulation deal mostly with the assistance that airports are required to provide to disabled persons and persons with reduced mobility to help them move around the airport and embark or disembark the aircraft (usually through a contracted service provider). Given this, it is imperative that airports set appropriate quality standards for this assistance to ensure that it is delivered to an acceptable standard.

3. It is also important that these service quality standards, and the performance against them, are made public so that disabled persons and persons with reduced mobility can have the confidence to travel, knowing that their assistance needs will be met; and also, so that they can hold the airport to account if the assistance provided by the airport did not meet expected levels. Making this information public may also allow these passengers to incorporate airport performance into their decisions over which airports to fly to and from.

4. The purpose of this guidance is to help clarify the requirements of the Regulation in relation to the setting, monitoring, and publication of service quality standards, to ensure that the objectives of the Regulation are met, and to help give passengers the confidence to travel, knowing that their assistance needs will be met.

5. This document refers to Regulation EC1107/2006 throughout. In preparation for the UK's withdrawal from the European Union, the Government is in the process of ensuring the full body of European law is incorporated into the UK's legal system. There will therefore be no change to the obligations of airports and the CAA with respect to disabled persons and persons with reduced mobility after the UK leaves the EU.

Chapter 1: Publication of quality standards

6. Article 9(3) requires airports to publish their quality standard documents. These should be separate to any service level agreement with the service provider.

7. It is important to ensure that a passenger can identify quality standards quickly and easily on an airport's website. Quality standards documents should be published on the 'accessibility' sections of airport websites.

Chapter 2 What the quality standards should contain

Legal framework

8. The importance of setting, monitoring, and publishing service quality standards is recognised in Article 9 of the Regulation. Article 9(1) requires that airports with 150,000 commercial passengers or more "set quality standards" for the assistance specified in Annex I of the Regulation and that these quality standards are published (Article 9(3)). Under Article 14 there is a specific obligation on the CAA, as the UK National Enforcement Body, to "where appropriate...take the measures necessary to ensure that the rights of disabled persons and persons with reduced mobility are respected, including compliance with the quality standards".

9. The Regulation states that airports must set the quality standards for the items listed in Annex I of the Regulation and that "full account" must be "taken of internationally recognised policies and codes of conduct…notably the European Civil Aviation Conference (ECAC) Code of Good Conduct in Ground Handling for Persons with Reduced Mobility (Annex 5-C to ECAC Doc 30 Part 1 Section 5)2". The airports must set quality standards, and determine resources for meeting them, in cooperation with airport users and "organisations representing disabled passengers and passengers with reduced mobility".

10. The Regulation also allows for airports to agree higher standards, or provide additional services, for travelling with particular carriers. However, an airline may be required to pay an additional fee per passenger to the airport for this enhanced service. The ECAC Code and service standards

11. The ECAC Code at paragraph 7 (service standards and performance monitoring) provides a number of timeframes and percentage standards for assistance (these metrics are covered in more detail in subsequent sections of this guidance). Paragraph 9.1 of the ECAC Code specifies also that there should be "regular reviews to monitor the service provider's performance against the quality standards and to continually improve performance-monitoring systems."

12. The Code also states that the metrics referred to in paragraph 7.5 "represent the minimum levels of service". They do not cover all the areas of assistance that airports   are required to provide under Annex 1 of the Regulation. The Code proposes that the metrics in paragraph 7.5 should be supplemented by a number of broader performance measures, including that • all customers should be satisfied with the assistance provided; • subject to pre-notification, 100% of departing customers who are at the designated point within the stipulated time should reach their aircraft in time to enable timely pre-boarding and departure; • all employees, including the management, who deal directly with the travelling public at airports, should receive training that meets the minimum standards as defined in ECAC Doc 30, Part 1, Section 5 and "training should respect the principles set out in Annex 5-G and training courses should be developed in partnership with recognised national and European forums of people with disabilities".

13. It is the CAA's view that airports should implement every recommendation in the ECAC Code. The recommendations will deliver a performance framework that is compliant with Article 9 of the Regulation. It also, more meaningfully, should ensure that airports are able to give disabled persons and those with reduced mobility the confidence to travel knowing that their assistance needs will be met; to allow disabled persons and those with reduced mobility the ability to incorporate information on the performance against the standards in their consumer decision-making; and to enable people to better hold the airport to account if the assistance provided by the airport does not meet their expectations.

Departing passengers

14. Each quality standards document should include a requirement, as set out in the ECAC Code (paragraph 7.5), that "subject to pre-notification, 100% of departing customers who are at the designated point within the stipulated departure time should reach their aircraft in time to enable timely pre-boarding and departure". This will ensure that all passengers who have pre-notified at least 48 hours before travel and arrive either at check-in, or at a designated point, at the times requested by the airline (or if no time is provided arrive no later than one hour at check-in, or two hours at a designated point, before the flight time (Article 7 of the Regulation)) will be provided with assistance that will get them to the gate on time and be pre-boarded.

15. For passengers who have not pre-notified 48 hours before travel, the airport (or service provider) must make "all reasonable efforts" to get disabled persons and persons with reduced mobility to the gate on time (Article 7(3)). The CAA's view is that airports should not attempt to quantify this in terms of a percentage. However, airports should note that the European Commission, in its 'Interpretative guidelines'3 for the   Regulation, expects airports "to take a proactive role in seeking to meet any request for assistance".

16. Airports should record and investigate each incident of a user of the assistance service missing their flight due to them not being assisted to the flight in time. The investigation should determine the cause, or causes, of the service failure. A summary of the findings of the investigation for each incident should be submitted to the CAA and should published on the airport's website.

17. The ECAC Code (paragraph 7.5) stipulates targets for waiting times at landside "designated points", including those outside the terminal building once passengers have made themselves known and before assistance is provided. These should be adopted as minimum standards and it should be made clear that this includes all "designated" points within the terminal boundary or under the direct control of the airport. This includes landside reception areas (where it is assumed waiting times would be minimal) and check-in desks. However, it also includes designated points in, for example, car parks and train stations. For these designated points, the time at which people have let themselves be known is generally when they call on the help point. The time for assistance is once the passengers has been in met in person by a staff member.

Transit passengers

18. To meet the obligation listed under Annex 1 of the Regulation to "reach connecting flights when in transit", each document should state that, subject to "minimum connection times", all passengers who have pre-notified at least 48 hours prior to travel should reach their connecting aircraft to enable timely pre-boarding and departure. For those that have not pre-notified, airports must "make all reasonable efforts" to ensure that the passenger reaches the gate on time (again, the CAA's view is that this should not be quantified).

19. Airports should record and investigate each incident of a user of the assistance service missing their connecting flight due to them not being assisted to the flight in time. The investigation should determine the cause, or causes, of the service failure. A summary of the findings of the investigation for each incident should be submitted to the CAA and should published on the airport's website.

Arriving passengers

20. The ECAC Code only recommends targets for arriving passengers in relation to assistance being available at the gate or aircraft side. Waiting times for passengers arriving on flights served by air bridges should be measured from the time that the assistance for each passenger is available at the gate, and flights not served by air bridges should be measured from the time that the assistance is available for each passenger at the aircraft side. These should be adopted as minimum standards.

21. Airports should record and investigate each incident where the assistance for each passenger (both pre-notified and non-notified) is not available within 45 minutes of 'on chocks'. The investigation should determine the cause, or causes, of the service failure. A summary of the findings of the investigation for each incident should be submitted to the CAA and should published on the airport's website.

22. Airports should endeavour to measure the passenger journey on arrival in totality (i.e. from gate to designated arrival point). However, there are factors which delay passengers that are outside the airport's control, such as time spent at baggage reclaim and immigration.

23. Given these difficulties, the CAA's view is that airports need not stipulate quantitative metrics for waiting times for the assistance provided during the arriving passenger journey so long as, once the passenger is disembarked, the airport assists the passenger through the airport either in one continuous 'movement' once deboarding is complete, i.e. directly from the arrival gate, through immigration and baggage reclaim, and to the final designated point, without a break in the assistance. This may include short 'handovers' between staff, equipment or both. The ECAC Code (paragraph 5.2) recommends that "handover points should be avoided where possible. Where they cannot be avoided, procedures must be in place to ensure that there is a continuity of service and that the passenger is not forgotten or left for too long". There should be a maximum of one handover before the arrivals hall. In addition, there can be one handover after the arrivals hall if it is necessary to use alternative equipment to go outside the terminal building. Those airports that use handover points must agree a performance metric with the CAA to help ensure a seamless service. The CAA strongly

recommends that an airport does not use 'holding' areas where passengers must wait for further assistance once disembarked from the aircraft. If one is used, strict performance metrics must be agreed with the CAA. Passenger surveys 24. The Code recommends that airports conduct regular passenger surveys of disabled persons and persons who are less mobile. The CAA's view is that such tools are necessary to give airports a more complete assessment of the quality of the assistance provided to these passengers, particularly in areas such as staff attitudes, behaviours and customer service skills.

25. The CAA's preference is that each airport should conduct its own regular surveys of passenger satisfaction. However, to address the burden of running such surveys on smaller airports, the CAA hosts a satisfaction survey which is available for those UK airports to use who do not have their own surveys. It covers key areas set out under Annex 1 of the Regulation. It can also be 'branded' as being from the airport, rather than the CAA. To ensure qualitative metrics are used consistently and universally, airports' own surveys must include the key areas of the passenger journey covered in the CAA survey and be approved by the CAA before being used.

26. We expect UK airports to actively advertise and promote a satisfaction survey to passengers. To help ensure representative sample sizes, airports should collect the email addresses of users of the service that are willing to participate, and then email these individuals post-travel to encourage them to complete the survey. For smaller airports, the CAA recommends as many email addresses are collected as possible and for larger airports we recommend a consistent approach for collecting email addresses (for example, one in five passengers). If airports wish to use additional methods for their survey, these must be agreed with the CAA.

27. Airports should ensure that the surveys are able to capture feedback on assistance provided to people with 'hidden disabilities'. This may be better achieved through a separate 'hidden disabilities' survey for passengers who request this type of assistance.

Chapter 3 Consultation

28. Article 9(1) of the Regulation requires that airports set quality standards, and determine resources for meeting them, in cooperation with airlines through the Airport Users Committee, if one exists. It is the CAA's view that if one does not exist, the airport must ensure it arranges for an alternative form of consultation which includes all airlines operating from the airport.

29. Airports must also set quality standards, and determine resources for meeting them, in cooperation with "organisations representing disabled passengers and passengers with reduced mobility." The Department for Transport Code of Practice for Access to Air Travel for Disabled Persons and Persons with Reduced Mobility4 suggests that airports could involve "local access/disability groups whose membership would include users of airports" and provides a list of questions which airports can use to assess the suitability of groups (paragraph 5.3 of the Code of Practice). Organisations or individuals representing a wide array of disabilities and mobility issues should be consulted. Consulting with individual passengers who travel from the airport regularly is also an option (perhaps those who have made

complaints or compliments to the airport about the assistance service). Consultation should be done by convening regular forums containing representatives of disability groups and disabled individuals, in particular those that travel through the airport and use the assistance service. Annex 8 of the Department for Transport Code of Practice sets out guidelines which may be helpful in deciding membership of the forums. The CAA strongly recommends that such forums are chaired by representatives of disability organisations or disabled individuals and members are either disabled or care for family members who are disabled. It is important that airports set out clear expectations of members and explain how their advice will be used by the airport.

30. As a minimum, accessibility forums should meet twice a year and be involved in discussions about • setting quality standards • reviews of performance against the quality standards • reviews of performance-monitoring systems   • awarding contracts to service providers • providing advice on the accessibility of planned new terminals or refurbishment of old terminal buildings • providing advice on the accessibility of facilities, equipment and services • training programmes • designating points of arrival and departure • practical inspections of airport services (generally using 'walk-throughs'). 31. Quality standards documents should make clear that consultation has taken place and list who was consulted; when they were consulted; and how their views were considered (for airlines, individuals and disability organisations).

32. Each airport should survey members once a year on their views on the effectiveness of the forums, covering key areas set by the CAA. The results of the surveys should be submitted to the CAA and published on the airport's website.

Chapter 4 Monitoring performance against quality standards

33. Paragraph 9.1 of the ECAC Code specifies also that there should be "regular reviews to monitor the service provider's performance against the quality standards and to continually improve performance-monitoring systems." Further it states that service providers "should be expected to introduce their own performance monitoring systems and to provide reasonable data as required by the airport community".

34. Airports should collect data that measures performance in relation to the quality standards document. Airports should submit to the CAA and publish on its website information on its performance against its quality standards twice yearly (generally on a seasonal basis and within one month after each season). This should include detailed information on   • performance against ECAC quantitative metrics • incidents where a passenger's flight has departed without them • incidents where a passenger's connecting flight has been missed • incidents where assistance is not available at the gate / aircraft side within 45 minutes of on chocks for arriving passengers • the results of any in-house and CAA passenger surveys • outputs of 'Accessibility Forums' • results of the survey of 'Accessibility Forum' members.

Chapter 5 Definition of rankings

Definition of rankings from 2019 (and from 2020)

Good This means the following: Departing passengers • Over the whole year, 99% (99%) of all departing notified disabled passengers and those with reduced mobility are provided with assistance within 30 minutes of making themselves known at a designated point. • Over the whole year, 99% (99%) of all departing non-notified disabled passengers and those with reduced mobility are provided with assistance within 45 minutes of making themselves known at a designated point. • The airport scores an average rating of 3.5 (where 1 is very poor and 5 is excellent) or better in the satisfaction survey of users. Arriving passengers • For each month, for at least 95% (96%) of arriving pre-notified disabled passengers and those with reduced mobility, assistance is available for each passenger within 20 minutes from 'on chocks'. • For each month, for at least 95% (96%) of arriving non-notified disabled passengers and those with reduced mobility, assistance is available for each passenger within 45 minutes from 'on chocks'. • Over the whole year, for at least 97% (98%) of arriving pre-notified disabled passengers and those with reduced mobility, assistance is available for each passenger within 20 minutes from 'on chocks'. • Over the whole year, for at least 97% (98%) of arriving non-notified disabled persons and persons with reduced mobility, assistance is available for each passenger within 45 minutes from 'on chocks'. • The airport consistently meets agreed "continuous journey" standard for arriving passengers. • The airport scores an average rating of 3.5 (where 1 is very poor and 5 is excellent) or better in the satisfaction survey of users. Oversight and engagement • The airport publishes on its website, and submits to the CAA, information as set out in paragraph 34.

• The airport has robust processes in place for overseeing how it measures its performance; or, where relevant, the airport has committed to strengthen this oversight. • The airport pro-actively promotes the satisfaction survey of users of the service, with both physical and 'hidden' disabilities. • The airport engages effectively with disability organisations through an 'Accessibility Forum'**.**

Very good

Departing passengers • 99% of all departing notified disabled passengers and those with reduced mobility are provided with assistance within 30 minutes of making themselves known at a designated point. • 99% of all departing non-notified disabled passengers and passengers with reduced mobility are provided with assistance within 45 minutes of making themselves known at a designated point. • The airport scores a rating of 4 or better in the satisfaction survey of users (where 1 is very poor and 5 is excellent). Arriving passengers • For each month, for at least 97% (98%) of arriving pre-notified disabled passengers and those with reduced mobility, assistance is available for each passenger within 20 minutes from 'on chocks'. • For each month, for at least 97% (98%) of arriving non-notified disabled passengers and those with reduced mobility, assistance is available for each passenger within 45 minutes from 'on chocks'. • Over the whole year, for at least 98% (99%) of arriving pre-notified disabled passengers and those with reduced mobility, assistance is available within 20 minutes from 'on chocks'. • Over the whole year, for at least 98% (99%) of arriving non-notified disabled passengers and those with reduced mobility, assistance is available for each

passenger within 45 minutes from 'on chocks'. • The airport consistently meets agreed "continuous journey" standard for arriving passengers. • The airport scores a rating of 4 or better in the satisfaction survey of users (where 1 is very poor and 5 is excellent). Oversight and engagement • The airport publishes on its website, and submits to the CAA, information as set out in paragraph 34.

NOISE MANAGEMENT – EU REGULATION 598/2014

Aberdeen International Airport Consultative Committee	CHAIRMAN Dr Peter Smart The Auld Scots Pines Church Road Luthermuir Kincardineshire AB30 1YS 01674 840789	SECRETARY Secretary AIACC Aberdeen International Airport Dyce Aberdeen AB21 7DU 01224 725788

29 January 2019

Martin Ritchie
Transport Scotland
Aviation Branch
2D North
Victoria Quay
EDINBURGH EH6 6QQ

Dear Mr Ritchie

Noise Management - Implementation of EU Regulation 598/2014

I refer to your email message of 21 January 2019, seeking the views of the Aberdeen International Airport Consultative Committee (AIACC) on your current consultation on the implementation of EU Regulation 598/2014.

Having consulted with the AIACC strategy sub-group, I am able to respond by saying that we can see no reason to object to the proposed arrangements set out in your document. We note that currently the Regulation, once enacted into UK law applicable to Scotland, will only apply to Edinburgh and Glasgow airports, but that it will also apply to Aberdeen when the threshold for the number of flights handled has been passed.

With kind regards

Peter Smart
CHAIRMAN

ABERDEEN INTERNATIONAL AIRPORT

CONSULTATIVE COMMITTEE

DRAFT ANNUAL REPORT 2018

ABERDEEN INTERNATIONAL AIRPORT
CONSULTATIVE COMMITTEE

ANNUAL REPORT 2018

Chairman's Introduction

Welcome to the annual report of the Aberdeen International Airport Consultative Committee (AIACC) annual report for 2018. The year has been another busy one for the Committee, as you will read in the following pages.

Not least, several important UK Department for Transport (DfT) and Civil Aviation Authority (CAA) consultations have engaged us at our quarterly meetings. These consultations, and our responses to them, are in the public domain on our website, and are summarised later in this report.

Closer to home, we considered the airport operator's draft new Noise Action Plan (NAP) for 2018 – 2023. We have consistently recognised the impact that aviation noise can have on those living close to the airport, and under the helicopter approach routes. We were therefore pleased that the new NAP includes a number of improvements, including the extension of the noise insulation scheme to a number of additional properties, within a lower decibel contour than has applied in the past. We have also continued to note from the airport operator's quarterly noise reports to the Committee that the number of complaints received about noise is very low, by comparison with many other airports in the UK.

We have continued to monitor the continuing terminal transformation project at the airport. We have congratulated the airport operator on competing the second phase of the project, on time and on budget. This included the opening of the extensive new central security facility, the new British Airways lounge and the new retail area. The third phase is now well underway, with a view to the whole project being finished in time for the offshore energy exhibition in September 2019. We believe that, once completed, the people and businesses of the City and Shire will have an airport terminal that we can all be proud of.

We also congratulated the airport operator on achieving the highest ranking ('Very good') in the CAA's annual review of services to passengers requiring special assistance, and on progress made to extend and improve the facilities for them, especially the new 'Changing Place' facility airside, for older children and adults with special needs.

During the year a number of members of the Committee have demitted office. These included Carol Benzie, the Managing Director of the airport, John Millar, the former General Manager of NATS Aberdeen, James Bream, former representative of the Chamber of Commerce, and Mike Baker, former representative of the Newhills and Bucksburn Community Council. We

said a huge 'thank you' to them for their input in past years. Mike in particular deserves a special mention as a very long-standing member of the Committee, representing the interests of local residents.

We have also welcomed a number of new members. These including Steve Szalay, Carol's successor as Managing Director at the airport, Daryl Heaselgrave, John's replacement at NATS, Helen Gordon, who replaces Gary Hance as the ABTA/SPAA representative on the Committee, Ivor Stuart, who replaces Mike, and Seona Shand, who replaced Jim.

We also extended our membership to include Visit Aberdeenshire (VA), and welcomed Chris Foy, their Chief Executive, to his first meeting in December 2018.

To those who have joined us, we offer a huge 'welcome': we look forward to your input.

Peter Smart
CHAIRMAN

March 2019

Section 1: Why do we have an airport consultative committee?

Aberdeen International Airport has had a consultative committee since 1953, when the then War Department asked the former Aberdeenshire County Council to set one up. Subsequently, the requirement on all the UK's main airports to provide an appropriate mechanism for consultation with local stakeholder interests has been enshrined in civil aviation law. It is the statutory responsibility of the airport operator to set up and maintain the consultative arrangement. There is no specified format that consultation should take, although the UK Department for Transport issues guidelines setting out recommendations of best practice for the conduct of airport consultative committees (ACCs). These were last updated in 2014, following consultation with ACCs and other interested bodies.

The guidelines suggest the types of issues Committees might wish to consider and the range of organisations that might constitute their membership. Ultimately, though, the constitution, membership, frequency of meetings and workload of each ACC is determined by the committee itself: there is no 'one size fits all' approach.

In the case of AIACC, we operate under our Constitution, which was last amended in 2018. Both the AIACC's Constitution and the DfT guidelines are published on our website.

Features of the AIACC
The AIACC has three important features. First, we are, as our name implies, 'consultative'. This means we have no executive powers within the management structure for the operation of the airport. But we expect to be consulted by the operator on any issues that might impact on the quality of life of local communities or the economic development of the north east of Scotland.

We are also kept up-to-date on the progress of and challenges facing the airport by the Managing Director's quarterly presentation.

Second, we are independent of the airport management, although the Managing Director (MD) has a major role to play in presenting reports and advising on issues under discussion. The Chair sets the agenda for each meeting, in consultation with the MD, and the stakeholder organisations appoint their own representatives. The only members who are directly appointed by the airport management are the Chair and the passenger representatives (including the representative of passengers with special needs).

Third, we have a vital role in reflecting to management the views of stakeholders in relation to everything from noise management to the interests of passengers with special needs.

We met on four occasions during 2018 and copies of our agendas and minutes and other relevant documents are available on our website.

We also held one meeting of our strategy sub-group, to draft our response to the airport's recent consultation on their Noise Action Plan.

Section 2: Who is on the Consultative Committee?

Our membership is set out in our Constitution. There are four main clusters of members: local authority and community representatives, local business, economic development and trade organisations, aviation and travel management interests, and passenger interests.

local authority and community representatives

It is essential that the communities most affected by the operation of the airport are represented on the AIACC and take an active part in our discussions. This representative role is discharged by elected representatives from the City and Shire Councils.

Aberdeen City Council has four seats and Aberdeenshire Council has three. In addition, the Dyce and Stoneywood, and Newhills and Bucksburn, Community Councils, each has one seat.

The local authorities and the community councils appoint their representatives to the Committee.

local business, economic development and trade organisations

It is vital for the Committee to include representatives of organisations involved in economic development, the promotion of trade and commerce and the development of public transport strategy within the region.

These include the Aberdeen and Grampian Chamber of Commerce, Oil and Gas UK, the North East Scotland Transport Partnership (NESTRANS), Visit Aberdeenshire and the Scottish Council Development and Industry (SCDI), each of which has one seat on the Committee.

aviation and travel management interests

The Airport Operators' Committee, which represents the ground handling agents, the Association of British Travel Agents/Scottish Passenger Agents' Association (ABTA/SPAA), the Helicopter Operators and NATS bring the professional knowledge of diverse aviation interests and customer preferences in terms of air services from Aberdeen.

passenger interests

Ultimately, the customer for aviation services from the airport is the passenger. We have provision for two passenger representatives along with one representative of passengers with special needs, both apparent and hidden.

Current membership

A full list of current members is set out on page 6.

Membership of the Consultative Committee during 2018

Chairman – independent of all other stakeholder interests
   Dr Peter Smart

Aberdeen City Council
   Cllr Barney Crockett
   Cllr Avril Mackenzie
   Cllr Neil MacGregor
   Cllr Gill Samarai

Aberdeenshire Council
   Cllr Geva Blackett
   Cllr John Cox
   Cllr Michael Roy

Dyce and Stoneywood Community Council
   Dr William Harrison

Newhills and Bucksburn Community Council
   Mr Michael Baker (to September 2018)
   Mr Ivor Stuart (from December 2018)

Aberdeen and Grampian Chamber of Commerce
   Mr James Bream (to April 2018)
   Ms Seona Shand (June to December 2018)

Association of British Travel Agents/ Scottish Passenger Agents' Association
   Mr Gary Hance (to September 2018)
   Ms Helen Gordon (from December 2018)

Visit Aberdeenshire
   Mr Chris Foy (from December 2018)

Airport Operators' Committee
   Ms Phyllis Stuart

British Helicopter Operators' Association
   Mr Robert Dyas

National Air Traffic Services (NATS)
   Mr John Millar (to March 2018)
   Mr Daryl Heaselgrave (from March 2018)

NESTRANS
   Mr Eddie Anderson (to December 2018)
   Currently vacant

Scottish Council Development and Industry
   Mr Ian Armstrong

Oil and Gas UK
   Mr Trevor Stapleton (from December 2108)

Passenger Representatives
   Mr Jeremy Wood
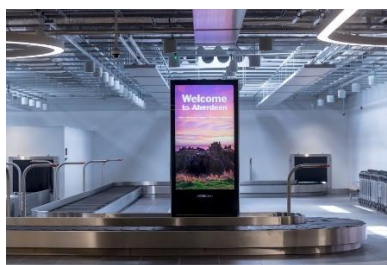   Mr Gary Hance (from December 2018, Vice Chairman of the Committee)

Representative of passengers requiring special assistance
   Ms Andrea Barclay

In attendance
   Ms Carol Benzie, Managing Director, Aberdeen International Airport (to June 2018)
   Mr Steve Szalay, Managing Director, Aberdeen International Airport (from December 2018)

Section 3: What do we do?

In this Section, we provide an overview of the work of the Committee. In doing so, it is important to stress that we are 'consultative'. We have no executive powers as a Committee, but we know that the airport management has historically gone out of their way to consult with us on major issues and have taken our views into account in their decision-making. We have an excellent record of achieving consensus through amicable discussion on items that require a response.

All members of the Committee, including substitute members, are required to sign a 'non-disclosure agreement', under which they guarantee not to disclose any matters that have been discussed that are commercially confidential or sensitive, or that would otherwise be embargoed from the press and the public. During the past year, all members have been asked to affirm in writing their contact details, to ensure that we operate under the requirements of the new General Data Protection Regulations 2018.

There is no statutory obligation on ACCs to prepare an annual report, but we felt in 2014 that this would be an important extension of the ways in which we communicate, and raise our profile, with stakeholders and the general public.

Recurring items

There are a number of standard items on our agendas, as follows:

Managing Director's quarterly report
Each quarter, the Managing Director of Aberdeen International Airport Limited provides us with a detailed presentation on the operation of the airport, and any particular challenges facing it. This presentation normally includes such issues as passenger figures; route developments; complaints, compliments and questions raised by passengers; and the extent to which the airport is meeting the strict targets that it has set for itself.

During the past year, the MD has kept us appraised of progress on the redevelopment of the terminal building to cope with anticipated passenger numbers to 2045. This is the single most ambitious capital scheme undertaken in the history of the airport.

We reported last year on the completion of phase 1, which provided much improved facilities for international arrivals, immigration, baggage reclaim and customs; a much enlarged domestic baggage reclaim area; and the new executive lounges.

During 2018, phase 2 was completed, including the vastly improved central search area, the new retail facilities and the official opening of the new British Airways lounge by HRH the Duchess of Rothsay in October 2018.

Parts of phase 3 also opened towards the end of 2018, including The Distilling House restaurant and bar airside and new 'one way' security doors for both domestic and international arrivals.

Over the past two or three years we have been briefed regularly on the continuing impact that the drop in global oil prices has had on passenger numbers using the airport, affecting both helicopter and fixed wing services.

We were pleased to note that during 2018 there has been a slow but relatively steady increase in numbers of fixed wing passengers, but that helicopter traffic has remained well below its earlier peaks.

The leisure routes offered during the summer holiday season (and some that continue year round) by Ryanair and TUI have continued to show excellent load factors, in response to local demand for the destinations served.

We were upset to learn that easyJet decided in December 2018 to abandon their daily services to London Gatwick from February 2019. We noted from the personal experience of many of the members of the Committee that this service always seemed to be well patronised. We have often expressed the view that, had easyJet been willing to station an aircraft in Aberdeen overnight for an early morning service to Gatwick, support for the route for outbound business travel and for interlining at Gatwick would have been even more buoyant.

We have also noted the fragility of some parts of the aviation business generally and the potential impact this could have on route sustainability, across the UK and not just to and from Aberdeen.

We are aware that the airport management and AGS Airports Ltd, the airport's owners, continue aggressively to seek new routes in response to local demand.

Noise reporting
We continue to receive quarterly reports on noise complaints, which continue to run at about 3 or 4 a month, well below most other larger airports.

This year, we had the opportunity to comment on the airport operator's draft Noise Action Plan (NAP) for 2018 – 2023. We were pleased to note that the current insulation scheme will be extended to include properties in the $63 - 66dBLA_{eq}$ 16 hour contour, and that other improvements to the current NAP are being proposed. We offered our support to the airport operator for the new NAP.

The airport's website has created informative pages about noise management and mitigation including answers to many of the most frequently asked questions about noise-related issues (see https://www.aberdeenairport.com/about-us/community-matters/noise/).

Chairman's quarterly report
The Chairman provides a quarterly briefing on any activities or events that he has attended on behalf of the Committee.

In June 2018, he attended the annual meeting of the Liaison Group of UK ACCs, hosted by Heathrow Airport. The annual meeting offers the chairs of ACCs of the 23 largest airports in the UK a chance to network and discuss issues of common interest.

Items on the agenda of the annual meeting included a presentation by Jenny Willott, the new chair of the CAA's Consumer Panel, and Rachel Cerfontyne, the chair of the newly-created Heathrow Engagement Board.

Recurring items (continued)

The chair of the Consumer Panel indicated her intention to work with the CAA on the development of a range of new objective measures on which different parts of the civil aviation industry may be compared on a like-for-like basis. Two examples were given by UKACC's members as to why objective measures are critical: one is the annual *Which?* survey of UK airports, which is based on the subjective judgements of passengers, and the other is the summary of CAA's own timekeeping of airlines by airports served.

The latter gave rise to headlines in the *Press and Journal* earlier in 2018, suggesting that Aberdeen International Airport had one of the worst timekeeping records of any UK airport. When the statistics on which this headline were analysed, it was clear that Aberdeen's average delay in departure was just 3 seconds more than Glasgow's, and 63 seconds more than Edinburgh's: hardly a record to convince passengers to travel 120 miles or more to catch a flight!

The Heathrow Engagement Board is a new consultative structure set up for Heathrow as it continues its plans for a third runway, and absorbs the previous ACC. The DfT and CAA have both given assurances that this time of structure will not be required for other airports, and that the ACC legislation will continue.

Brexit

It's not surprising that Brexit has been on every agenda over the past year, as AIACC has sought clarification of the possible impact on Aberdeen airport. The only certain outcome so far is the assurance given by the EU and the UK government that legislation will ensure that flights to and from Europe will continue 'seamlessly' between 29 and 30 March 2019.

Government and related consultations

Hardly a quarter has gone past without one or more consultations issued by the DfT or the CAA. The AIACC monitors all such consultations and makes submissions in response where the topics under consideration appear to be relevant to Aberdeen and are within the technical and constitutional competence of the Committee.

During 2018 we made submissions to the following consultations.

DfT consultation 'A new aviation strategy for the UK'.

Early in the year, the Committee noted that the proposed timescale for the DfT consultation on a new aviation strategy for the UK had slipped by several months, and that the consultation process was to be modified.

The consultation was eventually launched as a Green Paper entitled *Aviation 2050 – the future of UK aviation* in December 2018. Our discussions on a draft response will take place during January to March 2019.

CAA airspace change process

AIACC had made submissions to the CAA during 2017 on their proposed new airspace design guidance. We noted that the substantive document had been issued in January 2018.

This included several references to a perceived role for ACCs in the airspace change process as a way of engaging with communities and being used as a focus group in the development of proposals to change air space on an airport by airport basis. We noted that Aberdeen International currently has no plans to change current airspace usage and therefore this new process has no foreseeable impact for AIACC.

CAA consultation 'Aviation noise impacts': We had taken part in this public consultation during 2017. We noted that the results were published during 2018, showing that a small proportion (about 1%) of the population in the Aberdeen area had responded to the questionnaire. In fact most responses to the questionnaire related to the main London airports, Edinburgh and one or two other provincial airports.

The misuse of lasers

We continue to take an interest in measures being taken to tackle the misuse of lasers against aircraft and air traffic control operators. We noted the issue in May 2018 of the UK government's latest proposals to combat misuse.

DfT consultation *Taking flight: the future of drones in the UK*

We noted the publication of a CAA consultation on the misuse of drones. We issued a response supporting the proposed measures, having previously lobbied the DfT for clarification on the safe operation of drones around airports.

Passengers requiring special assistance at airports

Publication by the CAA of their third annual *Airport Accessibility Report*

Each year, the CAA ranks the performance of airports in the provision of services to passengers requiring special assistance. We were pleased to note that, for 2017 – 2018, AIA was ranked as 'very good' (the highest level of performance) along with 15 other major airports, up from 'good' last year. This met AIA's target of being ranked as 'very good'.

publication by the CAA of their report *Supporting people with hidden disabilities at UK airports*

The CAA has given particular emphasis to the interests of passengers with hidden disabilities over the past year or so. This report sets out recommendations and examples of good practice, many of which AIA had already put in place. One example is the recent opening of *Changing Places*, a toilet facility equipped with a full-size changing platform and hoist, for older children and adults, in the airside departure area.

Our representative of passengers with special needs gave us a presentation at our September meeting on further actions that could, in her opinion, be taken, including additional training.

We have been kept appraised of plans to relocate the special needs reception area closer to the main entrance to the airport, and improved waiting facilities for hospital discharge patients awaiting flights to the islands. We expressed our compliments to the management and team for their dedication to the needs of special assistance passengers.

Section 4: The internal affairs of the Committee

From time to time we are also required to consider matters related to the internal affairs of the Committee.

Membership of the Committee

We said farewell to five members of the Committee, and the previous Managing Director of the airport, during the year. In addition, one member transferred roles during the year.

Those to whom we said 'farewell' were
- Michael Baker, who had represented the Newhills and Bucksburn Community Council for well over 20 years, as he retired from the Community Council;
- James Bream, the former Aberdeen and Grampian Chamber of Commerce representative, and Seona Shand, his temporary replacement;
- John Millar, the former General Manager of NATS Aberdeen, on his retirement from NATS; and
- Eddie Anderson, who had represented NESTRANS for a at least a decade, when he left the Board of NESTRANS towards the end of 2018.

In addition, we said farewell to Carol Benzie, former Managing Director of Aberdeen International Airport, who had acted as our principal adviser for several years.

We send all of them our best wishes for whatever they have gone on to do, or a long and happy retirement, as appropriate.

We also welcomed five new members to the Committee:
- Ivor Stuart, representing the Newhills and Bucksburn Community Council, who had acted as substitute for Mike Baker on a number of occasions:
- Helen Gordon, who joins the Committee as the ABTA/SPAA representative;
- Chris Foy, the Chief Executive of Visit Aberdeenshire;
- Daryl Heaselgrave, the new General Manager of NATS Aberdeen; and
- Trevor Stapleton, filling the vacancy for Oil and Gas UK.

In addition, Gary Hance, the former ABTA/SPAA representative, demitted office on his retirement from ATPI travel management company, but immediately agreed to fill the vacancy for a passenger representative. Gary remains the Vice Chairman of the Committee.

Finally, as the year ended, we were informed that Shane Taylor would become the new AGCC representative in 2019.

We welcome them all and look forward to the contribution to our work over the coming years.

Schedule of meetings

We normally meet four times a year, in March, June, September and December, usually on the first Friday of the month. Our schedule of meetings for the following year is posted on our website.

Agendas and minutes of the AIACC

The agenda for each meeting of the AIACC is posted to our website about one week before the meeting. The minutes of our meetings are also posted to our website, as an Annex to the agenda for the meeting after the one to which the minutes relate.

Our website

Our website may be accessed at https://www.aberdeenairport.com/aiacc (short address) or https://www.aberdeenairport.com/about-us/community-matters/airport-consultative-committee/ (long address, to which the short address is automatically directed.

Costs of running the Committee

The direct costs of running the Committee are modest. The main item is the honorarium of £3000 paid to the Chairman, together with his approved travelling expenses for meetings and events that he attends. Other items include a sandwich lunch after each meeting and reimbursement of parking charges for members attending the Committee.

Other news for 2018

Proposed retirement of Peter Smart, as our Chairman, at the end of 2019

During 2018, Peter Smart, our current Chairman, indicated his intention to retire at the end of 2019, after 13 years in post. In December, the Committee approved a procedure for the appointment of his successor, in consultation with the Chief Executive Officer of AGS Airports Ltd (the airport's owners) and Steve Szalay, MD of AIACC. It is anticipated that advertising will be placed towards the end of March 2019.

Section 5: Further information about the Committee and requests to attend meetings

Our website provides a wide range of background information to the Committee, dates of upcoming meetings and the agendas and minutes for meetings. The website includes a copy of the DfT Guidelines for ACCs, under which we operate; a copy of our Constitution; and a list of members with a short biopic for each.

We do not operate an 'open door' to meetings, but we are always willing to welcome members of the public and the media on prior request. In the past, members of the public with a specific interest in an agenda item have been permitted to attend and have been invited to speak on the issue of special interest to them. They have also been welcome to attend the whole of the meeting, although we would reserve the right to ask them to leave if a matter under consideration is of a commercially confidential or sensitive nature.

If you wish to attend a meeting, please contact the Secretary at Margaret.mackenzie@aiairport.com, ideally at least a week before the meeting you wish to attend, indicating whether you wish to speak on a particular issue, or simply want to see what goes on at meetings of the Committee.

The photographs used in this annual report
courtesy of Aberdeen International Airport