

**Aberdeen International Airport Consultative Committee**

**Friday 30 January 2026**

**Present**

Alan Stewart	Chairman AIACC
Gemma Mason	AIACC Secretary/AIAL Support Coordinator
Robert Paterson	AIAL Operations Director
Kevin Douglas	AIAL Terminal Operations Manager
Gavin Morrison	AIAL Sustainability Manager
Lee McCann	AIAL Communications Manager
Mike Glen	AGS Head of Airspace and Noise
Andrea Barclay Scarry	Accessibility Forum Co-Chair
Willie McPherson	British Travel Agents/Scottish Passenger Agents Association
Caroline Hood	NESTRANS
Cllr Gill Al-Samarai	Aberdeen City Council
Cllr Neil MacGregor	Aberdeen City Council
Cllr Ron McKail	Aberdeenshire Council
Cllr Yi-Pei Chou Turvey	Aberdeenshire Council
Brian Forbes	Dyce & Stoneywood Community Council
Russell Mackay	Scotland's Charity Air Ambulance (SCAA)

**Apologies**

Heather Morrell	AGCC
Cllr Jim Gifford	Aberdeenshire Council
Keith Bannerman	Bridge of Don Community Council
Iain Elrick	Bucksburn & Newhills Community Council
Keith Smith	GA (Light Aircraft / Flight Training)
Graham Skinner	OEUK
Alun Heseltine	NATS
Paul Finch	NESTRANS
Jeremy Wood	Passenger Representative
John Urquhart	Prosper
Chris Foy	Visit Aberdeenshire

**Agenda**

10:00-10:15	Introductions
	Minutes from previous meeting
10:15-10:30	Awareness - Guest Presentation by Scotland's Charity Air Ambulance
10:30-11:45	Update from AIA
11:45-12:00	AOB

## **Introductions**

Alan Stewart welcomed all to the Aberdeen International Airport Consultative Committee.

The committee was advised that Robert Paterson had been promoted to Operations Director.

## **Minutes from Previous Meeting**

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

An update on the following action raised at a previous AIACC meeting was provided.

### Appointment of a new contact to represent the Heli-Operators

*Update:* Theo Adams has been appointed and will join the next AIACC meeting.

## **Awareness – Scotland's Charity Air Ambulance (SCAA)**

Russell Mackay provided the AIACC with an interesting overview of Scotland's Charity Air Ambulance (SCAA) and answered any questions that the committee had. The committee thanked Russell Mackay for the presentation and found it very insightful.

Russell Mackay will send the presentation to Gemma Mason for circulation.

## **Update from AIA**

### Operations Director Update

Robert Paterson advised that Mark Beveridge has left AIA and acknowledged his contributions, support and Mark's continued advocacy of the airport.

The Fire Service insourcing was successfully completed on 1 December 2025.

A total of 162 flights were cancelled during nine days of significant snowfall at the beginning of January 2026. The airport experienced minimal closures, with operations suspended only briefly.

There have been a couple of recent milestones at Aberdeen International Airport.

- easyJet celebrated 30 years of operations at ABZ.
- NHV marked 10 years of flying to and from the airport.

British Airways remains the airport's highest-performing airline, followed by Loganair.

It was noted that last year's figures were impacted by changes to routes such as Tenerife, Bourgas, Riga and Eastern Airways

### Sustainability

In 2025, AIA achieved Level 4+ Airport Carbon Accreditation. It is a Global carbon management certification programme for airports. The Level 4+ is awarded to airports who reduce their own emissions (Scope 1 and 2) and engage and influence third parties to reduce their emissions (Scope 3). AIA is in the top 13% of all airports in this scheme (625 in total)

Yi-Pei Chou Turvey congratulated ABZ for the great achievement and asked what the plans are to achieve level 5? Gavin advised further information will be provided at the next AIACC.

### Noise

An update on noise complaints confirmed the total number of complaints received in 2025 was 29 which was 42% lower than the previous year. Noise was the main cause of complaints at 59%, low flying accounts for 10%, Other for 21%

Mike Glen advised an update on the noise insulation scheme will be provided at the next AIACC.

Ron McKail questioned how complaints are responded to. Gavin Morrison advised the process and confirmed that all complaints are investigated and responded to in a timely manner.

For any noise concerns, it's encouraged that the website [aberdeenairport.com/noise](http://aberdeenairport.com/noise) is visited in the first instance which will provide flight tracking and will provide transparency on flight movements.

Brian Forbes to share details of recent noise concerns at the East Apron with Robert Paterson for further investigation.

### Airport Operations Update

The 2025 summary showed that 98.5% of passengers experienced Security queue times of under 10 minutes

There has been changes to the check-in opening times.

- TUI check-in now officially opens 3 hours before departure (was 2.5 hours)
- BA Check-in now officially opens 2.5\* hours before departure (was 2 hours)

*\*except for first departure of the day*

The new Out of Gauge luggage facility located at the check-in area is now fully operational.

Two additional water dispensers installed in the Departure Lounge this Spring. The locations will be Gate 5 and the Northern Walkway.

Sodexo Live! are the new operator of the Northern Lights Lounge from 20 January 2026.

### Aero Schedules Summer 2026

There are an additional 4 flights scheduled per week for KLM and British Airways have a reduction of 10 flights per week during the summer 2026 schedule.

An update on key leisure routes stated Ryanair has increased their Alicante flights from 3 to 4 flights per week. Along with AirBaltic recommencing their flights twice weekly to Riga,

The easyJet Paris Charles de Gaulle (CDG) flights from late June to August 2026 will operate Mondays and Fridays.

Wizz Air's Thursday and Sunday flights are non-operational from 7 June 2026.

TUI will pause flights to Tenerife (TFS) from 24 April 2026 and will recommence 2 October 2026.

### Self Service Baggage Drop

An update confirmed there were 6 new kiosks installed which increases availability to 9 in the common shared area for TUI, EasyJet and Wizz Air. In addition, British Airways have 3 dedicated kiosks.

The space around the British Airways check in is being reviewed to enhance the area to include more kiosks and amending of the layout to create more space at both Euro Traveller and Club check in.

#### Assisted Travel

In 2025, passengers using the Assisted Travel service increased by 21.3% compared to 2024. This equates to 1.23% of passengers. (2023 v 2024 +26.3%)

The Assisted Travel Service contract has been re-awarded to ABM effective 1 April 2026.

The committee were made aware that the next Accessibility Forum is scheduled for 24 March 2026 and the NHS Forum has already taken place on 27 January 2026.

#### Customer Feedback

A summary was provided on customer feedback in 2025. The highest number of complaints related to baggage handling, with security-process concerns at a similar level, largely due to differing rules at other airports. Taxi-related complaints saw a notable decline compared to previous years.

Any complaints relating to airlines and the handling agent are forwarded for a direct response but have been logged for tracking purposes.

Positive feedback was also received, which recognised the Assisted Travel service and airport staff.

#### Projects Capital Outlook

The committee were provided with an overview projects planned in 2026 which includes pavement prioritisation, lounge development and retail improvement.

It was mentioned that a representative from the retail team will be invited to a future meeting and will provide a summary on the retail improvements.

#### Awards and Events

Lee McCann advised that the Airport has been shortlisted for Business of the Year at the Northern Star Business Awards 2026.

The ABZ Propeller Fund supported 21 organisations in 2025 after awarding a total of £30,000 in grants. Going forward into 2026, there will be £20,000 available.

The partnership with AberNecessities has now concluded with more than £96,000 donated to the charity from events and fundraising including the Runway Run and Jet Set Spin.

Lee McCann informed the committee that following an internal staff vote, Scottish Action for Mental Health (SAMH) has been selected as the new charity partner for a two-year partnership.

The ABZ Charity management group has 14 members across the ABZ/AGS business and since 2022 more than £267,000 has been raised by the group.

## **AOB**

Brian Forbes reported that the footpath between the bus terminus and Farburn Terrace is poorly lit. Robert Paterson confirmed that this will be investigated. Caroline Hood added that NESTRANS are happy to provide support if needed.

The committee was made aware of charges increases in February.

The date for the next AIACC meeting will be confirmed and an invitation will be issued in due course.

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