

Aberdeen International Airport Consultative Committee

Friday 6th June 2025

Present

A Stewart	Chairman AIACC
M Beveridge	AIAL Operations Director
G Mason	AIAL Support Coordinator/AIACC Secretary
R Paterson	AIAL Head of Operations
L McCann	AIAL Communications Manager
G Morrison	AIAL Sustainability Manager
M Glen	AGS Head of Airspace and Noise
Y Chou Turvey	Aberdeenshire Council
J Gifford	Aberdeenshire Council
R McKail	Aberdeenshire Council
G Al-Samarai	Aberdeen City Council
N McGregor	Aberdeen City Council
K Bannerman	Bridge of Don Community Council
W McPherson	British Travel Agents/Scottish Passenger Agents Association
B Dunlop	Falck Fire Services UK Ltd
J Wood	Passenger Representative

Apologies

K Douglas	AIAL Terminal Operations Manager
A Barclay	Accessibility Forum Co-Chair
H Morrell	AGCC
I Elrick	Bucksburn & Newhills Community Council
B Forbes	Dyce & Stoneywood Community Council
K Smith	GA (Light Aircraft / Flight Training)
A Heseltine	NATS
M Bochel	NESTRANS
P Finch	NESTRANS
G Skinner	OEUK
J Urquhart	Prosper
C Foy	Visit Aberdeenshire

Agenda

1. Introductions (Alan Stewart)
2. Minutes from last meeting (Alan Stewart)
3. Update from AIA (Mark Beveridge)
4. Awareness – Falck Fire Service (Bernie Dunlop)
5. AOB

Welcome and Introductions.

A Stewart welcomed all to the AIACC and went around the boardroom table and the screen for introductions.

Apologies noted.

A Stewart informed the AIACC of the sad passing of committee member G Berry in April 2025.

Minutes from last meeting

A Stewart asked for comments and feedback on the minutes of the previous meeting. No concerns were raised.

Updates were requested on the following actions raised from the AIACC meeting held on 7th March 2025.

Appointment of a new contact to represent the Heli-operators.

M Beveridge advised that the appointment of a new representative for the Heli-operators is currently underway and will provide an update to A. Stewart will give more information once it becomes available.

Fly parking and pavement parking near OHS.

R Paterson confirmed that OHS has been contacted and will continue to monitor the situation closely.

On a side note, to OHS Parking. A Stewart had observed a notable issue while passing through Dyce train station. Several vehicles appear to be abandoned or left for extended periods in the station car park. Additionally, the footpath has been blocked by a car, which is causing accessibility problems.

Update from AIA

M Beveridge advised the committee that AviAlliance have reached an agreement with Blackstone, which has acquired a minority stake of 22% in AGS Airports. As part of the £350 million investment plan, AIAL will be allocated funding to enhance its airfield infrastructure and implement energy efficiency initiatives. There will also be investment into route development, with a focus on identifying additional leisure routes for ABZ.

The committee was presented with a review of passenger volumes through May 2025, including a breakdown by airline. The data indicates that current volumes are trending 1% below budget.

An update on the Summer 2025 schedule confirmed that all scheduled Ryanair flights are now operational, with three weekly services to Malaga, Alicante, and Faro, and two weekly flights to Krakow. Additionally, TUI services, which began phasing in from early May, are now fully operational. Destinations include three weekly flights to Palma, two to Dalaman, and one each to Reus and Corfu — all operated by TUI aircraft.

Unfortunately, the charter flights to Bourgas have been cancelled indefinitely after Balkan Holidays withdrew from the UK market.

The committee held a general discussion on liquid restrictions and recent travel experiences while passing through security at AIAL.

Planning for winter operations is already underway. The upcoming winter schedule includes Ryanair operating three weekly flights to Alicante and two weekly flights to Krakow. Additionally, TUI's scheduled service to Tenerife will resume for the winter season, operating twice a week.

Self-service Bag Drop Kiosks for BA, TUI, EasyJet and Wizzair reached 9,309 passengers in May, more than double the usage in the Winter months.

M Beveridge informed the committee about the upcoming out-of-gauge project, noting that upon its completion, the extra space created within the terminal will allow for additional Self-Service Kiosks to be installed.

W McPherson asked whether there had been any negative points regarding the introduction of the self-service kiosks, such as passengers arriving late to check in. M Beveridge responded that there have been minimal issues and noted the handling agent has been opening check-in desks earlier where possible, which has helped reduce queues.

An update on assisted travel confirmed that in 2024, the number of Special Assistance passengers increased by 26% compared to 2023. As of the end of May 2025, there has been a further 31% increase compared to the same period in 2024. This significant growth has been observed not only at ABZ but across all UK airports.

In preparation for the summer period, the Special Assistance Team have recruited additional staff. There has also been a further delivery of wheelchairs to support the increased operational demands during the summer.

A summary of baggage delivery times indicated that the average delivery time for the first bag was 16 minutes, with the last bag delivered within 19 minutes. It was noted that baggage handling standards are set by the airlines, and the ground handler investigates any delays or issues that may arise.

An overview of customer feedback showed a decline in taxi-related complaints, which had previously ranked as the second-highest category of feedback. The availability issues have significantly decreased due to the implementation of the new commercial model and the recruitment of the current 85 drivers.

A review of compliments received year-to-date shows a total of 12, all highlighting the excellent service provided by both the airport's handling agent and Special Assistance staff.

An update was provided on ongoing and planned capital projects for 2025, including Phase 1 of the runway resurfacing, covering both taxiways and the runway. Future projects will include the refurbishment of retail units, upgrades to the snow fleet, and Phase 2 of the runway and taxiway resurfacing.

M Glen confirmed that Government Ministers have approved and adopted the Noise Action Plan in May 2025, with no amendments required. Information on the plan can be found at Aberdeenairport.com/noise.

Following a key action on the Noise action plan, the eligibility criteria for properties that can apply to the noise insulation scheme have been lowered. All properties in the 60dB (ex, 63dB) contour are now eligible with grants of up to £5,000 being available. M. Glen stated that the aim is still to launch the scheme this year, in line with the NAP commitments.

G Morrison reported that, as of the 2025 year-to-date, there have been 12 complaints, which matches the total recorded in 2024. The majority of these complaints (92%) are related to noise, with one complaint concerning low-flying aircraft. The complaints originate from various locations, with both BOD and Potterton each accounting for 25% of the total. All complaints were spread throughout the day, but there was a slight peak in reports during the morning hours (06:00–12:00)

A Stewart queried; the complaint received from Strachan. G Morrison confirmed that it accounted for two complaints, both of which related to aircraft noise. Noting, the helicopter flew in the area for air maintenance testing.

G Morrison stated that significant aspects of sustainability strategies include social responsibility and targets. AIAL are actively engaging with both local businesses and schools to help support where possible. Recent examples include attending the community stakeholder session at Bucksburn Academy, where I provided input and assistance in developing aspects of the curriculum.

L McCann presented an update on awards and events, which includes AIAL being shortlisted for three categories at the Scottish Transport Awards taking place on the 19th June 2025.

- Scottish Airport of the Year
- Contribution to Sustainable Transport and
- Excellence in Social and Community Value

AIAL continues to sponsor the “Going Global” award at the Northern Star Business Awards and sponsors a category at the Aberdeen City and Aberdeenshire Tourism Awards.

The runway run returns for another year in partnership with CHC Helicopters. The unique event takes place on 23rd August. Tickets went on general sale on Thursday, 5th June, with a limited 400 spaces available.

Now in its second year, the charity partnership with AberNecessities will continue until the end of 2025, with several events scheduled across the airport campus. L McCann highlighted the preparations underway behind the scenes to appoint a new charity partner for 2026/2027.

R McKail queried how an organisation can apply to the ABZ Propeller Fund. L McCann confirmed the online application is available on the AIAL website.

Awareness – Fire Service.

The committee was presented with a very informative overview of Falck Fire Services' role at AIAL by Airport Fire Manager B. Dunlop. The committee thanked B Dunlop for the presentation, and all questions raised were answered.

B Dunlop was delighted to offer a tour of Falck Fire Services to committee members. For those interested in the tour, please email G Mason - gemma.mason@aiairport.com

AOB

A Stewart stated that the UKACC's Annual Meeting 2025 will take place in Bristol in November. A Stewart will attend on behalf of AIACC.

Th CAA's Environmental Information Forum for UKACCS planned for mid-May was postponed, and a new date to be advised.

The proposed date for the next AIACC is to be confirmed.

A Stewart brought the meeting to a close.