

EAST MIDLANDS AIRPORT

INDEPENDENT CONSULTATIVE COMMITTEE

**APPROVED MINUTES OF THE
TRANSPORT, ECONOMIC DEVELOPMENT AND PASSENGER SERVICES
(TEP) SUB COMMITTEE**

28 SEPTEMBER 2007

PRESENT:

Independent Facilitator and Chair

Mr B Whyman, MBE, Ch, JP

Organisations:

Association of Airport Related Parish Councils
Consumers Association
Leicestershire & Rutland Association of Parish Councils
North West Leicestershire Environmental Health Division
PAIN

Mr M Raven
Mrs C McDowall, MBE, JP
Cllr J Pike
Mr L Mansfield
Mrs P Beddoe

East Midlands Airport:

Director of Planning and Development
Airport Manager
Commercial Development Manager
Director of Marketing and Communications
Employment Network Manager
Surface Access Manager

Mr J Froggatt
Mr J Doherty
Ms H Swanwick
Ms C Plant
Ms D Price
Ms C Hempson

In Attendance:

Minute Taker

Ms S Hurman

07/12T Apologies for Absence

Apologies for absence were received from:

Association of Airport Related Parish Councils
Derbyshire and Nottinghamshire Chamber of Commerce
Derbyshire County Council
Nottinghamshire Chamber of Commerce
Minute Taker

Mr A Corbet
Mr N Chischniak
Cllr G Carlile
Mr A Morris-Richardson
Mrs A Lamin

The following members did not attend:

Charnwood Borough Council
Derby City Council
DHL Aviation Ltd
PAIN

Cllr D Slater
Cllr Banwait
Mr P Hewett
Mr D Coulson
Cllr R Kershaw
Ms M Lowe

07/13T DECLARATIONS OF INTEREST

There were no declarations.

07/14T MINUTES OF THE MEETING HELD ON 1 JUNE 2007 AND ACTIONS ARISING

The Minutes of the meeting held on 1 June 2007 were approved as a correct record.

Actions Arising:

07/07T: The matter concerning the pull-off point at car park exits is in hand.

07/08T: John Froggatt reported that he thought the Airport contact lists had been updated and would pursue.

07/09T: The Chairman suggested that this matter, concerning Environmental Health, should be taken at agenda item 4. The Chairman welcomed Mr Lee Mansfield to the meeting.

07/10T (a): The statistical information for the meeting had been circulated and Caroline Plant stated that there was nothing to report. John Froggatt added that trends would build up as the statistics developed and EMA would then be able to highlight significant changes.

07/10T (b): John Doherty confirmed that the X-Ray machines were cleaned on a daily basis and that a deep clean was undertaken weekly. Members were reminded why this matter had been raised in that initially a complaint had been received following a mark being left on a jacket from a conveyor belt.

07/10 (b): John Froggatt confirmed that the tour would take place following the meeting.

07/10(b): John Froggatt stated that he would follow up on the discussion with regard to receipt of press releases in that EMA would endeavour to target press releases in order that members received only those of interest. One member suggested that with regard to ICC press releases in particular, it would be helpful to receive information on future events rather than past in order that relevant action can be taken in advance.

07/10(c): With regard to employment issues, the Chairman suggested that this be taken at agenda item 5D. CP undertook to arrange for the Aviation Development Director to attend a future meeting. **ACTION: CP**

07/14T(a): John Froggatt raised the matter of circulation of papers and minutes following meetings. He asked members to advise him if they felt the system was not working. One member raised concern that copies of papers and presentations were not double sided and a lot of paper had been wasted. John Froggatt undertook to ensure that where possible papers were

backed. He stated that on occasions technical difficulties were experienced, in particular, when colour copying.

07/15T CHAIRMAN'S COMMENTS

The Chairman had no comments to raise.

07/16T AIRPORT REPORT

In view of the fact that Caroline Plant had to leave the meeting early, the Chairman suggested that her presentation should be taken first:

07/16T (a) BUSINESS DEVELOPMENT REPORT

The presentation notes had been circulated with the minutes.

Caroline Plant stated that her report followed the same format as the previous report and requested that members inform her should there be additional information they thought should be included.

Caroline Plant explained that the success of low cost business had effectively reduced Inclusive Tour and Charter business and thus rationalisation throughout the UK had resulted in the merger of four large companies into two. This was having a major effect on Gatwick and Manchester. Caroline Plant assured the Committee that EMA remained in a strong position despite the overall trend.

Discussions were taking place with KLM in order to promote business. It was noted that UKIA (UK International Airlines) would be operating from EMA with effect from 19 October 2007 with flights to Dubai and Islamabad; their inaugural flight would take place on 10 October 2007. EMA was their chosen airport in view of its location, demographics and population. Caroline Plant highlighted the opportunities this would give EMA.

Members expressed concern with regard to additional security implications in view of the destinations and the possibility of foodstuffs being brought into the country. John Doherty assured members that EMA was working with staff in Islamabad and the British Embassy to ensure secure checking with the immigration service. He confirmed that 100% of the baggage of all passengers departing the UK would be screened; this included all passengers on UKIA flights. All security issues would be dealt with on an ongoing basis with relevant departments.

One member raised the query that Ryanair had formal links with DHL. EMA staff had no knowledge of such information.

Caroline Plant highlighted the new scheduled and charter routes for Winter 2007/08 and handed out copies of the most recent edition of Great Escape.

With regard to EMA's new branding 'Ease', Caroline Plant outlined EMA's intention to implement, promote and maintain a seamless process from booking on line right through to departure in order that passengers have a positive and trouble free experience of EMA. EMA had been meeting with the various contractors involved in the process to enable this to be promoted throughout. 'Customer First' teams would be responsible for delivering 'Ease'; there were four teams at EMA and 22 across the Group.

The Chairman thanked Caroline Plant for her presentation.

07/17(T) ENVIRONMENTAL HEALTH OFFICER – ROLE AT EMA (LEE MANSFIELD)

The Chairman welcomed Mr Lee Mansfield to the meeting and thanked him for attending.

Mr Mansfield thanked members for their invitation to attend the meeting and outlined his role as Commercial Services Environmental Health Officer at North West Leicestershire District Council. His responsibilities included occupational health and safety, food hygiene/safety, port health control, infectious diseases control and public health issues. Specifically, he attended the meeting to inform members about BIP (Border Inspection Post) responsibilities at EMA. Lee Mansfield undertook to circulate copies of his presentation following the meeting. **ACTION: LM**

North West Leicestershire District Council was responsible for the staffing and operation of the Border Post; in particular responsibility for imported food control and inland food hygiene, in-flight catering, ensuring that food is hygienically prepared and is safe to eat. The BIP was an inspection facility where animal products entering the EU were inspected and deemed to be in order or rejected in order to prevent the spread of diseases and ensure animal health. Lee Mansfield outlined the operational procedures in place with regard to flights arriving from various destinations and gave an explanation of the roles of the Official Veterinary Surgeon and Official Fish Inspector and confirmed that they could not deal with live animals or tropical fish at EMA. Lee Mansfield confirmed for one member that a rigorous inspection regime was in place; firstly, relevant documentation was completed and submitted prior to the arrival of goods. On arrival a documentary check is carried out of the authorised country, an identity check of the approved establishment, a comparison of the paperwork with the food itself and the labelling. A physical temperature control check is then carried out. If all is in order, a health certificate is issued and the produce travels to its destination. If rejected, the produce is destroyed by incineration (in Cambridgeshire). If the paperwork is not in order and there are no health implications, the importer is given a choice of having the produce re-exported or having it destroyed; the costs being incurred by the importer. Some produce can be deemed fit for non-human consumption and can therefore be used for animal feed. Further controls are in place inland with Environmental Health officials and the Health Protection agency. Lee Mansfield confirmed for one member that if BIP is unaware of any goods that are imported, this becomes a Customs issue.

The Committee discussed generally matters relating to importation of food products including fumigation, disease control including malaria and the current foot and mouth and blue tongue infections in the south east of the UK.

One member raised concern about infections being carried in air conditioning. JD undertook to follow this up with health protection officials and report back to a future meeting. **ACTION: EMA**

The Chairman thanked Lee Mansfield for his presentation.

07/16T AIRPORT REPORT (CONTINUED)

07/16T (b) STATISTICS

The report had been circulated with the agenda and was taken as read. An explanation was given of the trends and members noted the steady increase in the number of scheduled international passengers. One member raised concern with regard to the increasing number of passenger flights at night time, however, the Chairman suggested that this would be better discussed at the main ICC meeting.

07/16T(c) CUSTOMER SERVICES

The report had been circulated with the agenda and was taken as read. With regard to complaints received, one member requested specific information as to the nature of the complaints rather than generalised statistical information and also information as to how these complaints were dealt with and resolved. John Doherty stressed the importance of presenting information statistically in that it showed trends and suggested that in future three or four specific issues could be highlighted and the Committee informed of action taken in each particular case. If, at the next meeting, the Committee was not content with the new reporting suggestion, further action could be taken to try to resolve this matter. It was noted that much of the report was historical, however, it was acknowledged that amendments could be made if necessary. **ACTION: EMA**

Specifically, the yellow lines around the baggage area had been resolved; the issue regarding the weigh scales had been resolved; the issue of the availability of drinking water was being addressed but was not straightforward.

One member raised the issue of procedures in dealing with complaints against third parties/contractors. John Doherty assured members that all complaints regarding EMA were investigated and if necessary, measures introduced to be able to resolve problems and improve delivery of service. Colleen Hempson confirmed that the new 'Customer First' approach involved a training programme for EMA and contractors.

07/16T(d) PUBLIC TRANSPORT

The report had been circulated with the agenda and was taken as read and an update was tabled.

Colleen Hempson made a presentation to the Committee and highlighted areas of interest and specific events that had taken place with regard to Skylink services. One member stated that it would be useful to be able to distinguish between passengers and staff using airport busses as a means of getting to/from the airport for airport business and those using them as a means of public transport for other purposes. Colleen Hempson stressed the importance of airport busses being commercially viable services however income was derived. The matter was discussed in connection with parking and congestion on routes leading to and from the Airport. John Froggatt confirmed that parking had been included in the Master Plan and various options had been considered including multi storey parking.

07/16T(e) EMPLOYMENT TRENDS

John Froggatt confirmed that the employee survey for 2007 was 70% complete and should be finished in a month or two. He added that low cost airlines business had increased but that this did not create so many direct jobs. He confirmed that overall, employment statistics had not increased in line with airline business growth as some existing businesses sought to be more efficient in terms of employee numbers. Cargo business had also increased but again employment had not grown pro rata as companies looked for efficiency savings.

Colleen Hempson added that the travel to work data was currently being collected but that there was a much lower return of information possibly due to 'survey fatigue' amongst staff. She informed members that in 2008 the survey would be outsourced and that data would be collected electronically.

Dawn Price updated members on the job fairs that had taken place and ways in which EMA could assist employers and work with local schools and colleges. EMA had made a bid to emda for an engineering training hangar which, if successful, was hoped to be up and running by September 2008. The Airport website had been updated to enable people to send CVs which could be assessed and forwarded to employers prior to job advertisements being placed.

07/16T(f) AIRPORT RETAILING

Hannah Swanwick reported that the terminal refurbishment had been completed in May 2007 to provide increased space for security and to move more of the retailing Airside. The Airport now had eight security channels. It was hoped that this process would create a good 'ease of journey' experience for passengers. The refurbishment had given an opportunity to new retailers and had increased the variation in catering including an organic range. Consideration had been given to disabled passengers who were now escorted to flights from the passenger assistance lounge; hearing loop facilities had been installed for deaf passengers.

07/18T ANY OTHER BUSINESS

07/18T(a) John Froggatt stated that he considered that EMA had tried to do too much at this meeting and was conscious that as a result members had had too little time to discuss in detail issues that had arisen. He suggested that in future the reports that were circulated with the agenda should generally be taken as read to allow more time for questions arising to be discussed fully. The Chairman suggested that he and John Froggatt should pursue this matter outside the meeting to ensure that the next meeting ran smoothly and gave opportunities for discussion.

07/18T (b) The Chairman asked the Committee if they thought TEP was useful as a sub-committee to discuss in depth, issues of concern. One member stated that the sub- committee was certainly able to discuss issues in more detail, however, he stated that some organisations were concerned and in some cases critical and felt they had lost their voice on certain issues. Although all sub-committee members attended ICC, if certain items were not included on the agenda, there was no opportunity to address that particular matter. The Chairman undertook to pursue this matter at the next ICC meeting.

07/18T (c) Cllr Pike offered apologies for the next ICC meeting.

07/19T DATE, TIME AND VENUE OF NEXT MEETING

The next meeting would take place, subject to the agreement of ICC:

Date: Friday, 8 February 2008

Time: 10.00 am

Venue: Board Room, East Midlands Airport

The Chairman thanked all for attending.
The meeting closed at 12.50 pm