

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE
8 JUNE 2023 AT 1.30 PM**

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Present: Mrs R Tyler – Passengers Representative and Vice-Chairman

In attendance from Birmingham Airport Company:

Nick Barton	- Chief Executive
Andy Holding	- Corporate Responsibility Manager
Tom Denton	- Head of Sustainability
Rosie Bishop	- Sustainability Manager
Jon Davies	- Energy and Carbon Manager
Sam Parkes	- Sustainability Assistant

In attendance from Solihull Metropolitan Borough Council:

Mr L Stevenson	- Representing the ACC Secretariat
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Balsall Common Village Residents Association	- Mr R Sargeant
Balsall Parish Council	- Cllr K Tindall
Barston Parish Council	- Mr D Elliott
Berkswell Parish Council	- Cllr R Lloyd
Bickenhill & Marston Green Parish Council	- Cllr J Horton
Birmingham City Council	- Cllr T Huxtable
Birmingham City Council	- Cllr Z Choudhry
Castle Bromwich Parish Council	- Cllr J Macdonald
Catherine de Barnes Residents Association	- Mr D Cuthbert
Chelmsley Wood Town Council	- Cllr S Macdonald
Hampton in Arden Society	- Mrs J Hilton
Hampton in Arden Parish Council	- Cllr D Sandells
Knowle Society	- Mrs E Baker
Sheldon Residents Association	- Mr M Kennett
Smith's Wood Parish Council	- Cllr M Caddick
Solihull Metropolitan Borough Council	- Cllr J Butler
Solihull Metropolitan Borough Council	- Mrs B Hill

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Tile Cross Residents Neighbourhood Forum	- Mr P Kelsey
Walsall Metropolitan Borough Council	- Cllr P Kaur
Wychwood Club	- Mr G Heaps

Apologies were received on behalf of: -

Chairman	- Mr C Flack OBE
Birmingham City Council	- Cllr D Donaldson
Fordbridge Town Council	- Cllr D Cole
Kingshurst Parish Council	- Cllr D Cole
North Warwickshire Borough Council	- Cllr S Smith
Sandwell Metropolitan Borough Council	- Cllr B Piper
Solihull Metropolitan Borough Council	- Cllr D Cole
Warwickshire County Council	- Cllr M Watson
West Midlands Combined Authority	- Mr P Edwards

1. WELCOME AND INTRODUCTIONS BY THE VICE-CHAIRMAN

The Vice-Chairman welcomed Members of the Committee and representatives from the Airport Company. A particular welcome was extended by the Vice-Chairman to those new Members who were attending the ACC for the first time. For those Members, the Airport Company intended to offer a future, half-day, induction session for those that considered it beneficial and wished to participate. Expressions of interest could be made directly to andy.holding@birminghamairport.co.uk

Apologies for this meeting were as noted by the Secretary and the Airport Company.

The Vice-Chairman also drew the Committee's attention to two recent resignations from long-term Members of the Committee: Mr D Ellis (Balsall Common Village Residents Association) and Mrs M Ball (Shard End Communities). The Committee placed on record their appreciation to the two retiring Members for their valued contributions over many years.

RESOLVED

- (i) That, the Vice-Chairman's welcome and recorded apologies be noted; and
- (ii) That the Secretary write to the two retiring Members to acknowledge their commitment to the Committee and thank them both for their many years of service.

2. AIRPORT COMMUNITY TRUST FUND – APPOINTMENT OF TRUSTEE

The Airport Company (Andy Holding) reported that one vacancy had arisen on the Airport Community Trust Fund and invited expressions of interest from the Committee to take up that position.

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RESOLVED

That, Cllr J Horton (Bickenhill & Marston Green Parish Council) be appointed as a Trustee of the Airport Community Trust Fund (ACC nominated Trustee).

3. ACC MEMBERSHIP – TILE CROSS RESIDENTS NEIGHBOURHOOD FORUM

The Airport Company (Andy Holding) advised that following recent consultation with the Committee's Steering Group (and Birmingham City Council), the Committee was invited to approve the appointment of Tile Cross Residents Neighbourhood Forum to strengthen the Committee's representation of communities within East Birmingham.

The proposal was unanimously supported, and Mr P Kelsey was welcomed to the Committee.

RESOLVED

That, one representative from Tile Cross Residents Neighbourhood Forum be appointed to the Committee in accordance with the conditions of membership as set out in the Committee's Constitution.

4. CHAIRMAN'S UPDATE

The Vice-Chairman (Mrs R Tyler) reported that, in his absence, the Chairman had provided her with a comprehensive briefing covering his regular update to the Committee on current industry issues and his role as Chairman of UKACC's. Mrs Tyler summarised the key headlines to the Committee which included:

- The value and effectiveness of UKACCs' work had been reflected in the recent DfT information gathering survey of ACCs. The DfT had now published its final report: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1147548/airport-consultative-committee-information-gathering-exercise.pdf

[A link to the DfT guidelines for ACC's is also copied below for the Committee's reference]:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/979232/guidelines-airport-consultative-committees.pdf

- An approach made to the Airport Operators Association to meet with them to discuss how UKACCs could better support and guide their airports' ACCs in ways that add value to the airports' engagement channels which influence decision making at both the local and national level. In that regard, the Airport Company (Nick Barton) advised the Committee that he was the Deputy Chairman of the AOA and that engagement with UKACC's would be very welcome.
- A summary of the content of a recent meeting with the CAA's Sustainability Team and UKACC's ongoing commitment to regularly engage with them.

RESOLVED

That, the Chairman's quarterly update be received and noted.

5. MINUTES OF THE LAST MEETING & MATTERS ARISING

The Minutes of the last meeting of the Committee, held on 2 March 2023, was submitted for approval.

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RESOLVED

That, the Minutes of the last meeting be agreed as a correct record.

6. PRE-SUBMITTED QUESTIONS FROM MEMBERS OF THE COMMITTEE & MATTERS ARISING

There were no pre-submitted questions from Members of the Committee on this occasion.

RESOLVED

That, the contents of the report be noted.

7. AIRPORT ACTIVITIES REPORT

The Airport Company (Nick Barton) - presented the Airport Activities report for the period January to March 2023. The report set out quarterly updates on the following matters:

- Passenger Statistics.
- ATM's
- Aviation Development.
- Key Stakeholder Engagement.
- Complaints Statistics.
- PRM Performance.
- Customer Satisfaction.
- Social Media.
- Security Wait Times.
- Immigration Performance.
- Baggage Delivery Performance.
- Cleaning Performance.
- On-time Turnaround Performance.

General Updates

When introducing the report, Mr Barton drew the Committee's attention to several additional headline issues. In summary, this included:

- Passenger numbers for 2022/23 amounted to 10.4M which was around 85% of pre-Covid levels of passenger throughput. Mr Barton advised that those passenger numbers had generated a profit for the business which was extremely welcome and good news for the business moving forwards.
- For 2023/24, passenger numbers were forecast to be comparable with 2019/20 meaning that the business had taken three full years to recover from the effects of the pandemic (12.3M to 12.4M passenger movements).
- Core statistics for health and safety for the period 2022/23 had seen significant improvements: a reduction in staff accidents of 57% and a reduction in passenger accidents of 32%.
- £60-70M of capital expenditure was expected to be delivered in 2023/24.
- All market sectors (business, visiting friends/relatives and leisure travel) had recovered strongly and equally.
- All destinations had recovered. All airlines (with the exception of Flybe) had recovered. From 2 July 2023, Saudia had launched flights from Birmingham to

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Jeddah. Also in the first week of July 2023, Qatar Airways was returning and Emirates would be reintroducing the Airbus A380 aircraft.

- For current operations, a summary was given of the airport performance for the first school half-term of 2023 together with the Easter period. In comparison with the operational challenges that were evident in mid-2022, the Committee was advised that operational performance for those peak periods had been either at (or in excess of) service level agreements which was reassuring.
- Recruitment was still an ongoing challenge and levels were currently at 95-96% of that needed by 1 July 2023. It was anticipated that those levels would reach 98% by 1 July 2023, and contingencies were already in place to bring that number to the required 100% in readiness for the Summer. Mr Barton outlined the recruitment challenges that the business was facing, and the initiatives being used to fill those vacancies.
- Building work was now well underway to construct the next generation security hall which would continue for the next 12 months. The measures in place to ensure that inconvenience to passengers was kept to a minimum was summarised.
- On 6 May 2023, a situation had arisen in the terminal whereby for a period of around 90 minutes there had been extensive delays in security. Subsequent investigations had revealed that one of the airports large airlines had deployed a group of new staff to be trained on that busy Saturday morning and their throughput rates for processing passengers were a fraction of what they should have been. Consequently, 560 passengers had arrived an hour late in security causing a huge operational pressure. The Airport Company had looked after all the affected domestic passengers who had missed their flights as a knock-on effect and re-booked them onto later alternatives.
- On 9 May 2023, the CAA had published its report on airport punctuality. Mr Barton advised that the report methodology was disappointing, and the datasets collected was of little meaningful use and somewhat misleading. Nevertheless, the report had attracted negative media coverage for the Airport. Mr Barton advised of a number of scenarios that affected flight punctuality, many of which were outside of the direct control of the Airport Company. Many flights also gained the delayed time back on-route.
- One of the first steps of the Airports Environmental Strategy was to move the airports electricity consumption to self-generated power. It was envisaged that the project would move to the construction phase in the Summer when a number of photovoltaic panels would be installed at several locations to give around 5 megawatts of self-generated power on-site by the end of March 2024.
- The first phase of the "Code C Aircraft" stands project had also been completed to standardise the airports portfolio of Code C stands and bring about operational efficiencies for the processing of those aircraft types. A total of three phases were planned.
- On 18 May 2023, EasyJet had announced the creation of a new base at Birmingham Airport. Circa 100 direct EasyJet employees and a further 300 employees who supported the wider operation would now be based at Birmingham and it was envisaged that they would be recruited from the local area.
- On 7 April 2023, Birmingham Airport was awarded ACI Europe (Airports Council International) Level 3 Optimisation Certification in recognition of ongoing sustainability work.

Discussion Points

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Hampton in Arden Parish Council (Cllr D Sandells) – highlighted the security delays that had occurred on 6 May 2023, and asked if any operational changes had been made as a result of that incident. The Airport Company (Nick Barton) advised that on that day, there were a large number of landside customer service ambassadors already deployed and they were noticing that something was wrong with passenger throughput for a particular airline. Due to the number of passengers affected and the fact that the airline in question had already given some passengers access to the fast-track facility as compensation, the security processing operation quickly became critically affected. Mr Barton reassured the Committee that the primary cause of the delay had been identified and any airline deploying new service agents would not again do so during peak times of the day. Typically, new service agents were only 60% effective for the first three months of their employment, compared with experience staff who processed passengers at a much higher rate.

Solihull MBC (Cllr J Butler) – highlighted the reported update on route development and welcomed the news on routes serving the Middle East. Cllr Butler asked if there was any opportunity to develop new routes to North America. The Airport Company (Nick Barton) advised that the majority of flights to that destination were served by Heathrow. For Birmingham, the Committee was advised that there was a good route to operate between Birmingham and New York and a previous service to that destination had lasted for decades. Mr Barton advised that one of the main considerations for airlines and new route development at the present time was challenges around new aircraft manufacturer and delivery. The current offer for passengers from the West Midlands region would be to fly via Dublin or Amsterdam (the former allowing for border pre-clearance and also being considerably cheaper than the Heathrow offer). In the interim, the Airport Company was going to aggressively market this route option – it was forecast that 1M passengers were unnecessarily travelling to Heathrow from the West Midlands region for that route.

Bickenhill & Marston Green Parish Council (Cllr J Horton) – highlighted the economic headwind across the country, generally, and asked what effects were being seen by the airport insofar as passengers choosing not to travel in the current economic climate. The Airport Company (Nick Barton) stated that no effects were being seen. Retail sales had increased by 35% per passenger. The Committee was advised that there appeared to be a really strong prioritisation in favour of travel. Car parking was also another indicator and figures for that operation was also strong. Food and beverage sales had seen promising and sustained growth, and similarly for Duty Free (alcohol and tobacco) sales.

Barston Parish Council (Mr D Elliott) – referred back to the CAA report on flight punctuality and asked if UKACC's (and its ever improving relationship with the DfT), could influence the CAA in light of the perception that their most recent report and its outcomes were unhelpful. The Airport Company (Nick Barton) advised that he was due to meet with the Aviation Minister and a number of issues would be discussed in hope of making positive improvements.

Passengers Representative and Vice-Chairman (Mrs R Tyler) – acknowledged the points raised by Mr Elliott and recalled that, in recent years, the CAA had seen recruitment difficulties for a number of technical posts which had a negative effect on the output from that organisation.

Castle Bromwich Parish Council (Cllr J Macdonald) – asked for a general update on the Airport Masterplan that had been published in late 2018. The Airport Company (Nick Barton) advised that the principle of that Masterplan was still moving forwards in terms of investment in the airport, albeit with some key changes to the delivery of that investment within the airports existing infrastructure and facilities. By way of example, the Committee was advised that the Capital Investment Plan worked out at around £100k per day of investment for the next 10 years.

Knowle Society (Mrs L Baker) – asked if it would be prudent for the Airport Company to give a public update as to the current Masterplan position, particularly that a second runway was

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no longer needed at the current time. Mrs Baker highlighted to the Committee that residents still asked her that very question. The Airport Company (Nick Barton) highlighted that, in any event, HS2 had now utilised land to the northeast of the airport for their high-speed rail line. Looking well into the future and to add operational resilience to the airport if ever needed, Mr Barton highlighted the concept of a standby runway which was a facility which allowed the main runway to be maintained more effectively as its usage increased.

Walsall Metropolitan Borough Council (Cllr P Kaur) – asked for an update on the airport's carbon footprint. The Airport Company (Nick Barton and Tom Denton) highlighted the Carbon Strategy, Birmingham Airport's commitment to be carbon neutral by 2033, together with a number of industry improvements which would reduce the carbon footprint of the aviation industry overall.

RESOLVED

That, the contents of the Airport Activities Report for the period January to March 2023, be received and noted.

8. SUSTAINABILITY REPORT

The Airport Company (Rosie Bishop) presented the Sustainability Report for the period January to March 2023. The report set out quarterly updates on the following matters:

- Sustainability Update.
- Noise Violations.
- Night Flying Policy.
- Engine Ground Running.
- Air Traffic.
- Aircraft Activity Complaints.
- Air Quality.
- Waste (Recycled).
- Energy.

In addition to the above, the Committee's attention was also drawn to the narratives pertaining to the Vortex Protection Scheme; Waste Contract Tender & Recycling Incentive Scheme; International CSR Excellence Awards; and Sustainability Week.

Discussion Points

Walsall Metropolitan Borough Council (Cllr P Kaur) – referred to the waste contract tender and the recycling incentive scheme and asked about current rates for waste diversion and how performance compared with previous periods. The Airport Company (Rosie Bishop) advised that a target existed within the Airport's Sustainability Strategy to reach 65%. For Quarter 1 of this year, performance averaged at 60% for recycling and re-use combined. The new waste contract would allow for new partnerships to be established and further performance improvements would be seen.

Catherine de Barnes Residents Association (Mr D Cuthbert) – highlighted that the Airport Company had previously operated a Noise Insulation Scheme and asked what the future intentions were for any similar initiative. The Airport Company (Rosie Bishop) confirmed that there was no active scheme at the moment as all properties within the noise contour boundary had been offered sound insulation (together with a secondary offer). Going forwards, the Scheme would be reviewed in its entirety to establish if a third offer to properties which had currently not benefited was necessary or if the criteria of the Scheme should be updated. A commitment to start that review this year formed part of the Noise Action Plan.

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Balsall Parish Council (Cllr K Tindall) – drew attention to the current waste and recycling performance and made comparisons with that of European airports - specifically the ability to refill water bottles to minimise waste and the use of disposable cups from coffee retailers. Cllr Tindall asked if the sustainability targets extended to those airport concessions. The Airport Company (Rosie Bishop) advised of the engagement that took place with the retail tenants and initiatives such as the active refill campaign for passenger's water bottles. This was promoted through the Airport's Communications Team. Cllr Tindall considered that the preferred use of disposable cups by the airport's coffee retailers was disappointing despite them being recycled.

Hampton in Arden Parish Council (Cllr D Sandells) – highlighted aircraft and airport generated pollutants, specifically ozone, and asked whether the airport could quantify how much they directly contributed to local ozone levels. The Airport Company (Rosie Bishop) drew the Committees attention to the on-site ambient air quality monitor and the intention to compile an emissions inventory (during 2023/23) to identify sources and help improve air quality going forwards.

RESOLVED

That, the contents of the Sustainability Report for the period January to March 2023, be received and noted.

9. AIRCRAFT NOISE UPDATE – VERBAL REPORT

The Airport Company (Rosie Bishop) – drew the Committee's attention to specific aspects of the Sustainability Report pertaining to the Community Noise Report, the Noise Action Plan itself and the Night Flying Policy review. The Committee also received a PowerPoint presentation to compliment the verbal update covering noise contours and a proposed timetable for the implementation of the Noise Action Plan (inclusive of the dates and times for drop-in sessions).

Discussion Points

Hampton in Arden Parish Council (Cllr D Sandells) – asked for further detail to explain the different shape of the noise contour to the north of the airport, in comparison with that of the south. The Airport Company (Andy Holding) explained that, proportionately, the number of aircraft turns which caused the bulge in the noise contour to the north was much higher (Runway 33 departures) than the south and was therefore noticeable in the shape of the contour. Far less aircraft made a turn when departing on Runway 15.

Castle Bromwich Parish Council (Cllr J Macdonald) – asked for further details of the drop-in sessions and was advised that these would take in early July as per the reported timetable for the implementation of the Noise Action Plan. There would be daytime and evening sessions and expressions of interest to attend could be made directly to the Airport Company. *[Post-meeting note – Andy Holding circulated the draft Noise Action Plan 2024-2028 to the Committee via email on 20 June 2023, together with a reminder of the key timelines for the consultation and the dates for the drop-in sessions].* Cllr Macdonald also highlighted a recent complaint that had been received from a resident regarding aircraft noise in Castle Bromwich and was invited to send the complaint via email to the Airport Company (Andy Holding) for investigation and response.

Barston Parish Council (Mr D Elliott) – asked why the noise contour bandings (Lden 55dB and Night 48dB) were designated. The Airport Company (Rosie Bishop) advised that this was a DEFRA Noise Action Plan requirement. Mr Elliot stated that a daytime noise limit of 55dB seemed very light as he had statistics taken from his own garden of 83dB on a regular basis. The Airport Company (Rosie Bishop) advised the Committee that the Lden 55dB and Night 48 dB noise contours were “an averaging of noise” rather than individual aircraft movements and the noise contours were based on a year's worth of data. Mr Elliot

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highlighted that due to the averaging of noise, quieter aircraft offset noisier aircraft in the statistics when noisy aircraft caused a significant disturbance to residents as single event noises. The Airport Company (Tom Denton) advised that Committee that it would be difficult to rely on single event noise data to inform a Noise Action Plan and the associated noise contours.

Catherine de Barnes Residents Association (Mr D Cuthbert) – highlighted the maximum daytime noise violation limit of 90dB within the Noise Action Plan which was another means of deterring individual noisier aircraft. The Airport Company (Rosie Bishop) recalled that where an airline incurred regular fines for noise violations, they had ceased operations at BHX (evidencing the effectiveness of those noise controls).

Berkswell Parish Council (Cllr R Lloyd) – asked for further information as to how the noise contours were calculated. The Airport Company (Rosie Bishop) advised that they used the airport's track data.

Hampton in Arden Parish Council (Cllr D Sandells) – asked if there had been an increase in helicopter movements. The Airport Company (Rosie Bishop) referred back to information presented at the Committee's previous meeting and summarised that there had been a marginal increase, much of which was attributable to Police and possibly Air Ambulance helicopter movements. A reporting mechanism had now been established to scrutinise helicopter data going forwards within the Noise Action Plan.

Knowle Society (Mrs L Baker) – highlighted the technical language used in the Noise Action Plan and highlighted the difficulties that a lay person would have in understanding the technical content. Mrs Baker asked if that could be taken into account so communities could better understand the work being done by the Airport Company to mitigate and manage noise, potentially by drawing noise comparisons or by highlighting the number of properties within each noise contour.

Barston Parish Council (Mr D Elliott) – highlighted the position of the airports six noise monitors which had been in place since the extension of the runway and asked if there were any plans to reposition them, particularly to the south of the airport. The Airport Company (Rosie Bishop) advised that there were no current plans to relocate the fixed noise monitors as they measured aircraft noise at "start of roll" rather than when it left the ground - 6.5km from the start of roll; north and south (regulated distances). Mr Elliot echoed the comments made that technical documents such as the Noise Action Plan should be readable by the lay person as asked the Airport Company to take this into account in the Plan when published.

Passengers Representative and Vice-Chairman (Mrs R Tyler) – in response to a question from Mr D Cuthbert, highlighted the future intentions to reconvene the Committee's Noise Sub-Group and invited expressions of interest for that Group to be submitted to the Airport Company (Andy Holding) andy.holding@birminghamairport.co.uk in readiness for the work of that Sub-Group to begin.

RESOLVED

- (i) That, the contents of the update be noted; and
- (ii) That, expressions of interest to join the Committee's Noise Sub-Group be made to the Airport Company as soon as possible.

10. CARBON UPDATE – VERBAL REPORT

The Airport Company (Jon Davies) – presented an update on the topic of carbon reduction and the associated commitments and work streams. The Committee also received a PowerPoint presentation to compliment the verbal update.

Discussion Points

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Walsall Metropolitan Borough Council (Cllr P Kaur) – asked for an indication of the cost savings made (in comparison with 2019) owing to the reductions in energy consumption and efficiency. The Airport Company (Jon Davies) advised that it was envisaged to be in the region of £1M of savings through energy demand reduction. Lots of work in the background of the business, not readily obvious, had taken place to achieve those reductions to date.

Hampton in Arden Parish Council (Cllr D Sandells) – referred to the plans for self-generated power (a number of photovoltaic panels being installed at several locations to give around 5 megawatts of power, on-site, by the end of March 2024) and asked for further comment on the level of confidence towards the delivery of that amount of self-generated power. The Airport Company (Tom Denton) advised that they were extremely confident that by April 2024, the project would be completed and the photovoltaic panels fully operational. The vast majority of them would be located around the airfield in locations such as the Alpha Bund, the Airport Fire Station and in the vicinity of the Fuel Farm. Cllr Sandells also asked if other locations, such as the roofs of multi-storey car parks, had been considered and was advised that the current planned locations were more financially viable. Further phases in future years may utilise the car park infrastructure depending on a successful business case.

RESOLVED

That, the contents of the update be noted.

11. ANY OTHER BUSINESS

Berkswell Parish Council (Cllr R Lloyd) – highlighted the Dutch Safety Board recommendations arising from the Maastricht Boeing 747 incident, in 2021, in which engine fragments from the aircraft fell and damaged property and caused injuries on the ground:

[Engine failure during initial climb, Boeing 747-412BCF, Meerssen - Onderzoeksraad](#)

Cllr Lloyd stated that he was particularly interested in their recommendation for overflight (local) risk assessments to be carried out to safeguard against hazards to people on the ground and asked if anything was known for similar assessments being carried out at UK aviation level as a direct result of that incident.

The Committee initially suggested a letter being issued to the CAA for assurances was prudent but after a little more discussion they felt UKACC's was a more appropriate body to raise the initial enquiry with.

RESOLVED

- (i) That, the agenda item noted; and
- (ii) That, the Secretary liaise with UKACC's to raise the matter detailed in the preamble above. *[Post-meeting note – on 9 June 2023, UKACC's confirmed that they "would raise the matter with the DfT and then take up more formally with the appropriate agencies as required"]*.

12. DATE OF NEXT MEETING

The dates of the next two meetings were confirmed as follows (both at 13.30hrs and would be held at Diamond House, Birmingham Airport, B26 3QJ):

Thursday 7 September 2023.
Thursday 7 December 2023.

RESOLVED

That, the dates of the next two meetings be agreed and noted.