

**BIRMINGHAM AIRPORT CONSULTATIVE COMMITTEE**  
**Thursday 5 June 2025**

**AGENDA**

1. **WELCOMES, INTRODUCTIONS AND APOLOGIES**
2. **MINUTES OF THE PREVIOUS MEETING AND MATTERS ARISING** (Pages 5 - 16)  

To approve the Minutes of the last meeting held on 13 March 2025, and to consider any matters arising.
3. **CHAIRMAN'S UPDATE**  

The Chairman will provide his quarterly update to the Committee on current industry issues and his role of Chairman of UKACC's.
4. **ADDITIONAL REPRESENTATION FROM NORTH WARWICKSHIRE - VERBAL REPORT**  

The Committee will be invited to consider additional representation on the Committee for communities in North Warwickshire.
5. **AIRPORT ACTIVITIES REPORT** (Pages 17 - 24)  

To consider the Airport Activities Report for the period January to March 2025.
6. **SUSTAINABILITY REPORT** (Pages 25 - 44)  

To consider the Sustainability Report for the period January to March 2025.
7. **NOISE SUB-GROUP - VERBAL REPORT AND UPDATE**  

The Airport Company will provide an update on the work of the Noise Sub-Group.
8. **HEALTH & WELLBEING FORUM - VERBAL REPORT AND UPDATE**  

The Airport Company will provide an update on the work of the Health & Wellbeing Forum.
9. **PRE-SUBMITTED QUESTIONS AND MATTERS ARISING**  

To receive pre-submitted questions from Members of the Committee and consider and matters arising.
10. **DEVELOPMENT OF A NEW SUSTAINABILITY STRATEGY - UPDATE**  

The Airport Company will outline the development of a new Sustainability Strategy to replace the existing Strategy which expires this year.

11. **ANY OTHER BUSINESS**

To consider any other business not covered elsewhere on the agenda.

12. **DATES FOR FUTURE MEETINGS**

A reminder that the dates for this year's remaining meetings have been arranged as follows:

Thursday 4 September 2025

Thursday 4 December 2025 (AGM)

All meetings will take place at Diamond House, Birmingham Airport, B26 3QJ and are scheduled to take place at 13:30hrs.

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE  
13 MARCH 2025 AT 1.30 PM**

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**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE**

**13 MARCH 2025 AT 1.30 PM**

**MINUTES**

Present: Mr Colin Flack OBE – Chairman

In attendance from Birmingham Airport Company:

Nick Barton	-	Chief Executive Officer
Andy Holding	-	Corporate Responsibility Manager
Sam Parkes	-	Sustainability Assistant
Nikki Bains	-	Head of Planning, Transport & Strategy
Tom Denton	-	Head of Sustainability
Stuart Haseley-Nejrup	-	Head of Customer Experience
Andy Harrington	-	Sustainability Manager (interim)

In attendance from Solihull Metropolitan Borough Council:

Mr L Stevenson	-	Representing the ACC Secretariat
Balsall Parish Council	-	Cllr K Tindall
Barston Parish Council	-	Mr D Elliott
Berkswell Parish Council	-	Cllr R Lloyd
Bickenhill & Marston Green Parish Council	-	Cllr M Kay
Catherine de Barnes Residents Association	-	Mr D Cuthbert
Chelmsley Wood Town Council	-	Cllr S MacDonald
Fordbridge Town Council	-	Cllr D Cole
Hampton in Arden Parish Council	-	Cllr D Sandells
Hampton Society	-	Mrs J Hilton
Kingshurst Parish Council	-	Cllr D Cole
North Warwickshire Area Committee of Parish Councils	-	Cllr R Habgood
Solihull Metropolitan Borough Council	-	Cllr D Cole
Solihull Metropolitan Borough Council	-	Cllr A Rolf
Passengers Representative (and Vice-Chair)	-	Mrs R Tyler
Warwick District Council	-	Cllr K Aizlewood

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE**  
**13 MARCH 2025 AT 1.30 PM**

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Warwickshire County Council	- Cllr M Watson
Wychwood Club	- Mr G Heaps

Apologies were received on behalf of: -

Knowle Society	- Mrs E Baker
Sandwell Metropolitan Borough Council	- Cllr P Moore
Solihull Metropolitan Borough Council	- Amanda Clover
Tile Cross Residents Neighbourhood Forum	- Mr P Kelsey
Wolverhampton City Council	- Cllr M Jaspal

**1. WELCOME AND INTRODUCTIONS BY THE CHAIRMAN**

The Chairman welcomed Members of the Committee and representatives from the Airport Company. Apologies were as noted by the Secretary and the Airport Company.

**RESOLVED**

That, the Chairman's welcome and recorded apologies be noted.

**2. MINUTES OF THE LAST MEETING & MATTERS ARISING**

The minutes of the last meeting of the Committee (AGM), held on 5 December 2024, were submitted.

The Chairman - highlighted that it had been expected that the first meeting of the Noise Sub-Group would be attended by the Airport Company's noise consultants, Suono, regarding the findings of the Barston Noise Study. On reflection, that had been deemed to be premature in terms of the work programme for the Sub-Group and that invitation had now been rescheduled to their next meeting, or a later date as appropriate.

The Committee was also advised of the wider ACC membership on the Noise Sub-Group which was now known (in addition to the Chairman and Vice-Chairman of the ACC):

- Cllr R Habgood (North Warwickshire Area Committee of Parish Councils).
- Mr D Elliott (Barston Parish Council).
- Mr D Cuthbert (Catherine de Barnes Residents Association).
- Cllr D Sandells (Hampton in Arden Parish Council).
- Mrs J Hilton (Hampton Society).
- Cllr R Lloyd (Berkswell Parish Council).
- Amanda Clover (Solihull MBC).

The Chairman and Vice-Chairman both emphasised the holistic approach of the Sub-Group in representing all communities surrounding the airfield. They highlighted that the Sub-Group would still welcome added representation from ACC membership representing communities to the north, which may potentially include co-opted individuals from appropriate communities. Any further expressions of interest should be made via the Secretary or directly to the Airport Company.

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE**  
**13 MARCH 2025 AT 1.30 PM**

---

**RESOLVED**

- (i) That, the minutes of the last meeting be agreed as a correct record; and
- (ii) That, the Membership Framework of the Noise Sub-Group be endorsed.

**3. CHAIRMAN'S UPDATE**

The Chairman provided a headline summary of his regular update to the Committee on current industry issues and his role as Chairman of UKACC's. In summary, this included:

- UKACCs had recently updated their research of what information about member ACC's was available to the wider public. That second round of research had repeated a similar exercise undertaken in 2023, to ensure ACC's remained open and transparent in their work. A summary of the 2025 findings would be circulated with the draft minutes.
- GDPR questionnaires/updated information sharing consent forms for ACC Members would be undertaken soon to ensure compliance was maintained.
- Recent announcements regarding the potential future expansion of both London Heathrow and London Gatwick Airport's.

**RESOLVED**

- (i) That, the Chairman's quarterly update be received and noted; and
- (ii) That, the UKACCs updated 2025 research relating to the visibility of ACC's, be circulated with the draft minutes.

**4. AIRPORT ACTIVITIES REPORT**

The Airport Company (Nick Barton) - presented the Airport Activities report for the period October to December 2024. The report set out updates on the following matters:

- Passenger Statistics.
- ATM's.
- Aviation Development.
- Key Stakeholder Engagement.
- Complaints Statistics.
- PRM Performance.
- Customer Satisfaction (a revised agenda - page 34 - was tabled).
- Social Media.
- Security Wait Times.
- Immigration Performance.
- Baggage Delivery Performance.
- Cleaning Performance.
- On-time Turnaround Performance.

**Specific Updates**

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

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE**  
**13 MARCH 2025 AT 1.30 PM**

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- Since the last meeting, the Airport had experienced a settled period with no areas of concern across the business.
- Growth, in comparison with the same period last year, was estimated to be in the region of +11%.
- All airlines were reporting good performance, especially Emirates, Jet2, easyJet and Ryanair.
- 6% in passenger growth was now forecast over the next 12-month period.
- Overnight aircraft parking was nearing capacity, that being another indicator of strong performance.
- Temporary passenger security restrictions remained in force and further updates from the DfT as to when those restrictions could be lifted was still awaited.
- Two additional passenger security lanes had been installed to give added resilience, taking the total number of lanes to nine. That also gave a 20% uplift in passenger throughput capacity.
- Customer satisfaction performance was steadily improving.
- Capital investment for future development amounted to £75M per year for the next four years.
- The operational side of the baggage make-up carousels (MUC) would see new investment, as would the passenger side of the carousels.
- The Immigration Hall (south) would see new investment.
- Washroom and ceiling areas within the ground floor (landside) areas would be refurbished.
- De-carbonisation works would continue across the business.

As part of this item, the Airport Company (Nikki Bains) also gave an update on planning policy matters, which included:

- Solihull Local Plan “Call for Sites” Exercise - Solihull Council was preparing a new Local Plan. As part of that process, the Council needed to know if there were any potential sites which may be able to help meet the Borough’s development needs in the future.
- The Planning & Infrastructure Bill - The Bill, currently passing through the House of Commons, was a new piece of legislation which sought to speed up and streamline the delivery of new homes and critical infrastructure.

**Discussion Points**

Balsall Parish Council (Cllr K Tindall) – reiterated his concerns that on return from some trips, baggage reclamation times at Birmingham Airport had been quite slow. Cllr Tindall welcomed the reported capital investment into that operation. The Airport Company (Nick Barton) drew the Committee’s attention to the many factors affecting the speed of baggage reclamation. Some of those examples included delayed or diverted flights which caused regrettable pressure on that operation during peak times, together with a passenger’s perception of a baggage delay if their disembarking from the aircraft and throughput at border control had been particularly speedy. Cllr Tindall also sought an update as to when new North Atlantic routes might become available. The Airport Company (Nick Barton) advised that the progress on that area of new route development continued to be slow, with those delays being attributable to the protracted delivery times of new aircraft to airlines.

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE**  
**13 MARCH 2025 AT 1.30 PM**

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Solihull Metropolitan Borough Council (Cllr A Rolf) – highlighted that not all passengers, including herself, felt comfortable using the new passenger terminal lifts and asked if there were any plans as part of the annual capital investment to provide new escalators or stairways. The Airport Company (Nick Barton) confirmed that there were no plans to reinstate the passenger escalators given the poor safety record of their users, and that passenger lifts had a much better safety record. In terms of stairways, they were still available within the passenger terminal for those preferring to use them, the most obvious being the stairway located adjacent to the Jet2 check-in area.

Bickenhill & Marston Green Parish Council (Cllr M Kay) – highlighted that he was aware that some Airport Company owned properties within Bickenhill Village were due to be sold at auction. This was welcomed given their current state of repair. The Airport Company (Nick Barton) confirmed that some residential properties that were owned by the Airport Company were being sold and he highlighted the community benefits of those properties, suitable for family homes, coming to market.

**RESOLVED**

That, the contents of the Airport Activities Report for the period October to December 2024, be welcomed, received and noted.

**5. SUSTAINABILITY REPORT (INCLUDING COMMUNITY NOISE REPORT)**

The Airport Company (Andy Harrington) presented the Sustainability Report for the period October to December 2024. The report set out updates on the following matters:

- Sustainability Update (including the Community Noise Report).
- Night Flying Policy.
- Engine Ground Running.
- Wake Vortex Strikes.
- Air Quality.
- Waste (Recycled).
- Energy.

Of note from the report, was the positive improvements for terminal recycling, as reported for Q4 2024, in comparison with Q4 2023. Reference was also made to the total tonnes split by recycling, energy from waste and re-use. It was agreed that an additional graph would be circulated with the minutes for Members information.

**Discussion Points**

Hampton in Arden Parish Council (Cllr D Sandells) – highlighted the importance of minimising waste at source, particularly minimising waste generated through the Airport's retail concessions. The Airport Company (Andy Harrington) advised of the current approach with those outlets to minimise retail waste and encourage them to operate more sustainably.

**RESOLVED**

That, the contents of the Sustainability Report for the period October to December 2024, be welcomed, received and noted.

**6. NOISE SUB-GROUP – VERBAL REPORT AND UPDATE**

The Airport Company (Tom Denton) provided a detailed update on the recent work of the Noise Sub-Group. The Chairmans comments from earlier in the meeting were also reiterated in that it had been expected that the first meeting of the Noise Sub-Group would be attended

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE**  
**13 MARCH 2025 AT 1.30 PM**

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by the Airport Company's noise consultants, Suono, regarding the findings of the Barston Noise Study. On reflection, that had been deemed to be premature in terms of the work programme for the Sub-Group and that invitation had now been rescheduled to their next meeting, or a later date as appropriate.

The Chairman - highlighted that the Sub-Group would still welcome added representation from ACC membership representing communities to the north of the airfield. Any further expressions of interest should be made via the Secretary or directly to the Airport Company.

In summary, the business of the first meeting had included:

- Night Flying.
- Track-keeping.
- Continuous Descent Approach (CDA).
- Noise and Track-keeping Violations.
- 79dB(A) Nighttime Noise Limit at LTN.
- Noise Abatement Departure Procedures (NADP).
- Respite/Quiet Period.
- Daytime Noise Limit.
- Scheduling of QC1 Aircraft at Night.
- Impact of Aircraft Noise on Health.
- Representation of Communities to the North of the Airfield.
- Role of Solihull MBC.
- Definition of the Night Period.
- Mobile Noise Monitors.
- Forecasts and Scheduling.
- ACC Reporting.

### **Discussion Points**

Warwick District Council (Cllr K Aizlewood) – sought further information on compensation schemes for residents affected by aircraft noise. The Airport Company (Tom Denton) drew the Committee's attention to the current Sound Insulation Scheme that provided sound-reducing glazing to properties in local areas most affected by aircraft noise. The current scheme of works had been finished, and the Airport Company had insulated every property that had been eligible.

Solihull Metropolitan Borough Council (Cllr A Rolf) – highlighted that when planning consent had been granted (January 2025) for the new Night Flying Policy, Solihull MBC had resolved to establish a Planning Sub-Group, to meet on a quarterly basis, to oversee the introduction and working of the new Policy. Cllr Rolf sought further information on the progress of that Sub-Group. The Airport Company (Nikki Bains) advised that the first meeting was not going to be held until June and no Terms of Reference had yet been seen. Cllr Rolf expressed concern that the Council's Sub-Group had not met and undertook to contact the Chairman of Solihull MBC Planning Committee and the Council's Head of Planning, Design and Engagement Services to seek an urgent update on progress.

Vice-Chairman and Passengers Representative (Mrs R Tyler) – echoed the concerns raised in relation to the progress of the Council's Planning Sub-Group. Mrs Tyler also highlighted



**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE**  
**13 MARCH 2025 AT 1.30 PM**

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the importance of the working relationship of the Council's Sub-Group and the ACC Noise Sub-Group itself.

Bickenhill & Marston Green Parish Council (Cllr M Kay) – added his support to the concerns raised in relation to the progress of the Council's Planning Sub-Group.

Catherine de Barnes Residents Association (Mr D Cuthbert) – highlighted that, historically, Solihull MBC had established an Airport Working Party as a means for the Airport Company to meet with the Council, as and when required, to consult on current and future business. Mr Cuthbert stated that he felt that Working Party had clear value in the past.

Hampton in Arden Parish Council (Cllr D Sandells) – supported the Vice-Chairman's earlier comments in that it was important that the work of the Planning Sub-Group was dovetailed with the ACC and, potentially, an ACC Noise Sub-Group representative should be part of the membership framework.

**RESOLVED**

That, the update on the recent work of the Noise Sub-Group, be welcomed, received and noted.

**7. HEALTH & WELLBEING FORUM - VERBAL REPORT AND UPDATE**

The Chairman highlighted that there was no report and update for this standing agenda item on this occasion.

**8. CUSTOMER EXPERIENCE – VERBAL REPORT**

The Airport Company (Stuart Haseley-Nejrup) provided a detailed update on the work, performance and future initiatives for Airport Terminal Customer Service.

In summary, the presentation and accompanying video highlighted several performance scores (both NPS and CSAT), together with a number of customer service improvements and general refresh to:

- Terminal Improvements.
- Washrooms.
- Assisted Travel.
- Gates 57-60.
- Water Fountains.
- Wayfinding.
- BHX Brand Site.
- International Pier Arrivals.
- Hoarding Appearance.
- Bus Stops.
- Air Rail Link.
- Future use of AI (Connected Personal Experiences).

**Discussion Points**

Chelmsley Wood Town Council (Cllr S MacDonald) – highlighted concerns over the genuine use of Assisted Travel and asked what safeguards were in place to ensure its provision was not open to abuse. The Airport Company (Stuart Haseley-Nejrup) acknowledged the

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE**  
**13 MARCH 2025 AT 1.30 PM**

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concerns and advised the Committee that it was extremely difficult to identify those passengers that were abusing the system. Assisted Travel was available to passengers with both physical and hidden disabilities. The area of concern was also evident at all UK airports and not just limited to Birmingham.

Barston Parish Council (Mr D Elliott) – drew the Committee’s attention to the baggage reclamation performance, citing the experience of a family member who had an unacceptable delay in receiving their luggage upon arrival. The Airport Company (Nick Barton) drew the Committee’s attention to the many factors affecting the speed of baggage reclamation. Some of those examples included delayed or diverted flights which caused regrettable pressure on that operation during peak times.

North Warwickshire Area Committee of Parish Councils - (Cllr R Habgood) – welcomed the refresh of the Airport branding within the terminal, especially the passenger arrival areas. Cllr Habgood also drew the Committee’s attention to future local planned events to mark the Mercian history of Tamworth and suggested that the Airport Company might want to publicise local history campaigns in its refresh of those areas. The Airport Company (Stuart Haseley-Nejrup) welcomed that suggestion.

Solihull Metropolitan Borough Council (Cllr A Rolf) – highlighted that the new HS2 automated driverless trains (Automated People Movers - AMP’s) would not stop inside Birmingham Airport (in comparison with the existing monorail). The Airport Company (Nikki Bains) provided the Committee with an update on the works in progress and confirmed that HS2 would provide a covered walkway from the APM stop to the terminal building.

**RESOLVED**

That, the update on Customer Experience performance and future initiatives, be welcomed, received and noted.

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

The following pre-submitted question was submitted:

Warwick District Council (Cllr K Aizlewood):

“I refer to items 13, 15 and 16 on the next Agenda.” *[post-meeting secretarial clarification – numerical references for Agenda Items within the Minutes of the last meeting on 5 December 2025 – printed agenda pages 11, 12 and 13].*

“Item 13: “Owing to Solihull MBC Planning Committee’s deferment of the determination of the Night Flying Policy Review until 8 January 2025, there was no detailed progress update in regard to this agenda item.”

“Item 15: “A resident of Shard End. Their concerns related particularly to night noise and the fact that the complainant reported being woken many times each night by aircraft noise.”

“Item 16: “(Mrs R Tyler) – echoed that the data in the Study appeared to confirm that the impact on residents at night had increased due to longer periods of disturbance (specifically for arrivals at night). Mr Holcombe confirmed that the 2024 Study did show that there were now more arrivals during the night-time period.”

“Although I wasn’t present, I understand that the Solihull MBC Planning Committee supported the Airport Authority’s proposal to increase the cap on night-flying by over 40%. There were numerous concerns raised about this, mostly from local residents.”

Question:

“Could the Airport Authority clarify whether, and if so how, it proposes to address the points of concern raised by local residents, through its planning application, particular given that the

**BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE**  
**13 MARCH 2025 AT 1.30 PM**

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*problems of night-time noise and the impact on local residents are now likely to materially worsen?"*

Answers:

*"On the 8th of January 2025, Solihull MBC's Planning Committee resolved to grant approval for the Airport's Section 106A application, which sought to vary the existing Section 106 Agreement for the runway extension and increase night flights within the defined Night Period. Members of the Planning Committee were presented the proposals by their Planning Officers, who recommended that consent be granted for the variation of the Section 106 Agreement and the new iteration of the Night Flying Policy."*

*"The approved Night Flying Policy is effective from 27th October 2024 to 30th October 2027 and includes numerous restrictions, such as annual movement limits, annual quota limits, limits on the number of aircraft scheduled to depart between 2330 to 0500 (877) and limits on the number of aircraft departing between 2330 and 0500 (1162). There are also limits on the use of Taxiway Tango and surcharges for any departing aircraft registering more than 81 dB(A) during the defined Night Period."*

*"As part of the planning process, the Airport submitted a Noise Impact Assessment to SMBC and the assessment compared the actual night movements in 2023, against the proposed night movements in 2027, within the defined Night Period. The assessment concluded that the increase in night movements would not result in an increase in noise levels, due to the increased use of next generation aircraft."*

*"The Airport have agreed to keep the Night Flying Policy under review and will do this in consultation with the ACC Noise Subgroup, the wider ACC and SMBC's recently formed Birmingham Airport Night Flying Policy Planning Sub Committee (Terms of Reference to follow)."*

**Discussion Points**

There was no other discussion on this item.

**RESOLVED**

That, the contents of the pre-submitted questions and answers given be received and noted.

**10. ANY OTHER BUSINESS**

The was no other business to consider on this occasion.

**11. DATES FOR FUTURE MEETINGS**

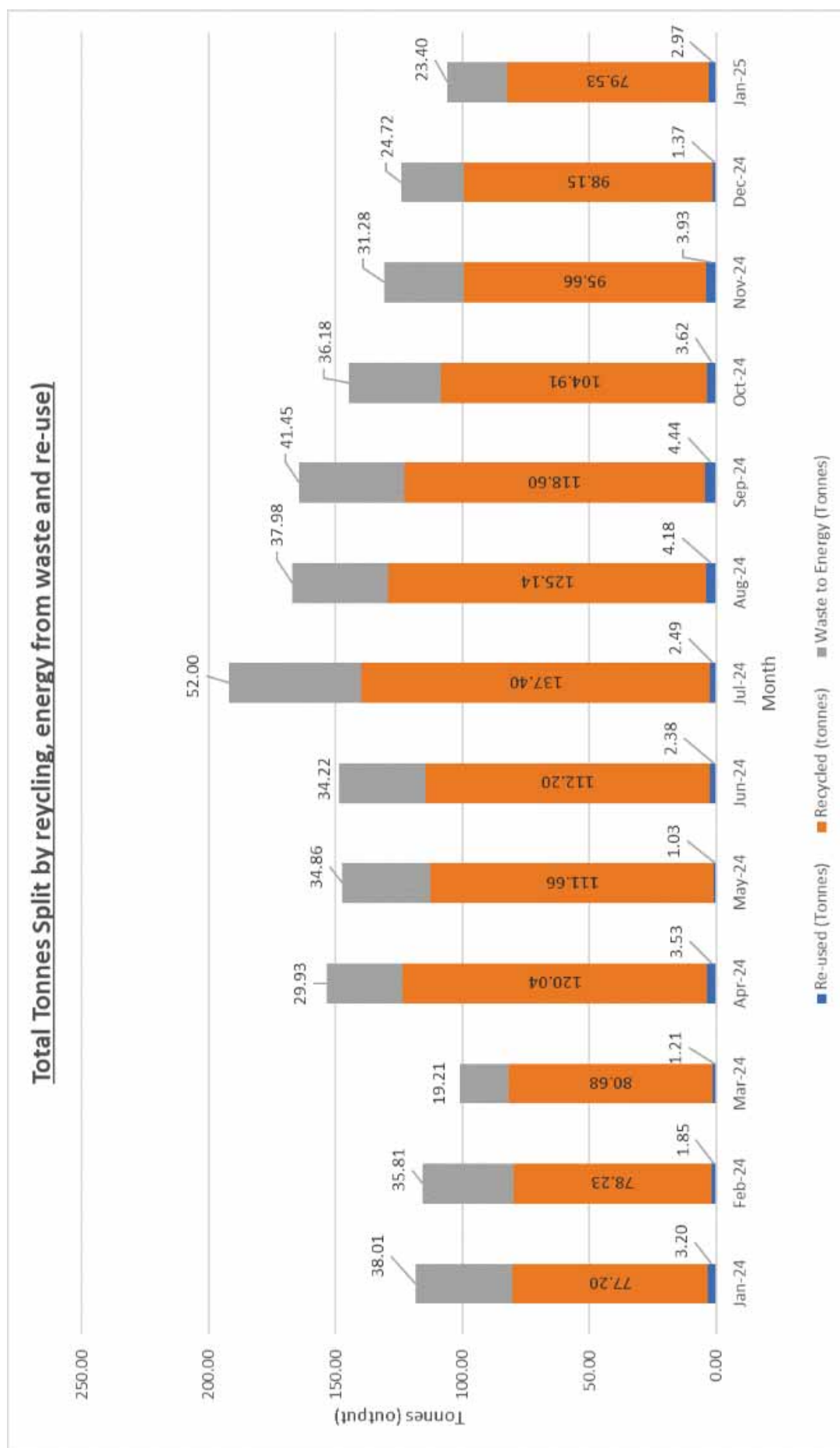
The following dates for remaining calendar of meetings in 2025 were highlighted. All meetings would take place at Diamond House, Birmingham Airport and commence at 13.30hrs:

- Thursday 5 June 2025.
- Thursday 4 September 2025.
- Thursday 4 December 2025 (AGM).

**RESOLVED**

That, the remaining calendar of meetings for 2025 be noted.

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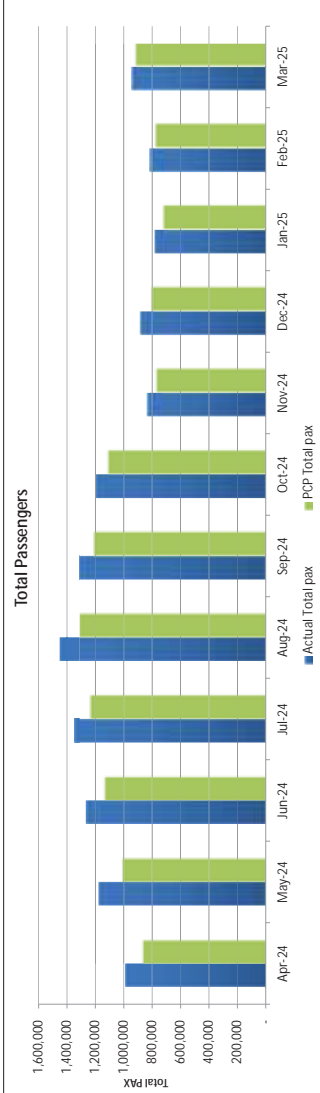


**Airport Consultative  
Committee Report  
January - March 2025**

Print Report



Passengers



Actual 2,550,399 PCP 2,399,871

	Actual	Jan-Mar	PCP	Variance
Departing Pax	1,253,631	1,198,378		55,253 4.6%
Arriving Pax	1,296,768	1,201,493		95,275 7.9%
Total	2,550,399	2,399,871		150,528 6.3%

	Actual	Jan-Mar	PCP	Variance	%	Actual	YTD	PCP	Variance	%
Long Haul	252,502	251,185		1,317	0.5%	992,312	929,612		62,700	6.7%
Low Cost	1,598,057	1,429,772		168,285	11.8%	7,983,583	6,920,220		1,063,363	15.4%
Scheduled	458,874	465,588		(6,714)	-1.4%	2,232,690	2,136,978		95,712	4.5%
Charter	237,231	253,326		(16,095)	-6.4%	1,788,226	1,824,733		(36,507)	-2.0%
Transits	3,735	-		3,735	0.0%	7,108	3,272		3,836	117.2%
Total	2,550,399	2,399,871		150,528	6.3%	13,003,919	11,814,815		1,189,104	10.1%

Another strong quarter for passenger numbers, with February and March recording the highest ever numbers for those months, while January was only 641 passengers below the previous January record, set in 2019.

Long Haul – Slightly behind expectations for the quarter, impacted by lower movements by Air India.

Low Cost – Above budget performance predominantly driven by higher movements as a result of new routes by Ryanair, Jet2 and easyJet.

Scheduled – Cancellations due to strike action by baggage handlers and security personnel in Germany, along with fewer movements from Air France and SAS and the non-operation of Blue Islands, meant scheduled performance was lower than budgeted, although this was partially offset by the return of a daily service with Brussels Airline and a stronger than expected performance by Aer Lingus.

Charter – Reduced activity levels, largely from TUI, saw a 6.4% reduction in passenger numbers compared to the same period last year.

ATMS

	Actual	Jan-Mar	PCP	Variance	%	Actual	YTD	PCP	Variance	%
Long Haul	800	783		17	2.2%	3,185	2,868		317	11.1%
Low Cost	10,426	9,212		1,214	13.2%	50,063	43,388		6,675	15.4%
Scheduled	5,241	5,331		(90)	-1.7%	23,889	24,022		(133)	-0.6%
Charter	1,271	1,363		(92)	-6.7%	9,591	9,734		(143)	-1.5%
Transits	582	488		94	19.3%	2,393	2,072		321	15.5%
Total	18,320	17,177		1,143	6.7%	89,121	82,084		7,037	8.6%

Aviation Development

18<sup>th</sup> March marked one year since **easyJet** launched its base at Birmingham Airport. Since then, the airline has seen continued growth, doubling the number of destinations it serves and flying over 1.6 million customers during the financial year. The arrival of two additional Airbus A320 aircraft this summer will support around 800 jobs. In addition, the carrier has announced a new year-round route to Lanzarote starting on 27 October 2025.

**Jet2** has announced additional seats for sale for their Winter 25/26 programme. There will be additional flights to Lanzarote, Alicante, Antalya, Funchal, Fuerteventura, Tenerife, Gran Canaria and Paphos. The airline has added Gdansk to its programme from 26th December 2025 to 5th January 2026, and brought forward the start of its season to Porto to 12<sup>th</sup> February.



### Key Stakeholder Engagement

*In order to influence regional strategies to ensure that the growth of the airport is supported, the airport has a target of 5 monthly engagements with key stakeholders. A summary of the quarter's engagement is provided below highlighting those matters which will be discussed further at the meeting:*

#### **The following discussions have taken place this quarter:**

**Solihull Chamber of Commerce** - Public Transport Round Table Event Round table discussing public transport opportunities in Solihull.

**National Highways** - M42 J6/Opening of A4545: follow up Meeting to discuss current issues and timescales for project completion.

**Quarterly Surface Access Meeting** - Regular meeting to update regional and local transport stakeholders of Airport surface access issues.

**AirportsUK** - Planning policy session with DfT to discuss new Planning and Infrastructure Bill and its impact on aviation.

**National Highways** - Meeting to discuss ongoing road works and closures along the M42, impacting BAL.

**HS2** - Meeting to discuss connecting the Airport People Mover (APM) stop to the south terminal and progress with tenders for APM.

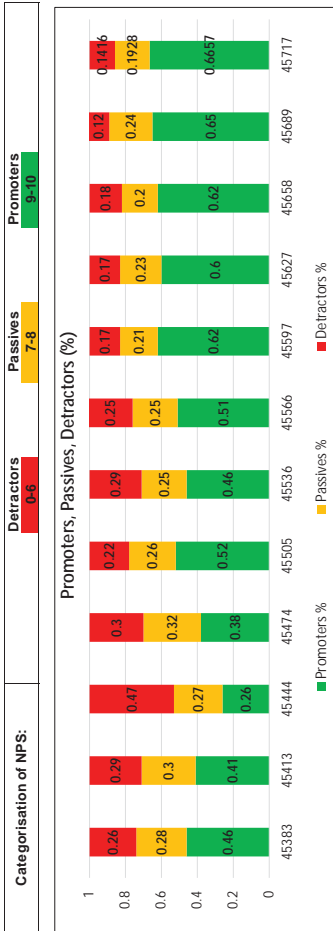
#### **In addition, updates on the following issues will be presented at the meeting:**

HS2 – Outcome of Implementation Advisory Group held at SMBC on the 3rd April.

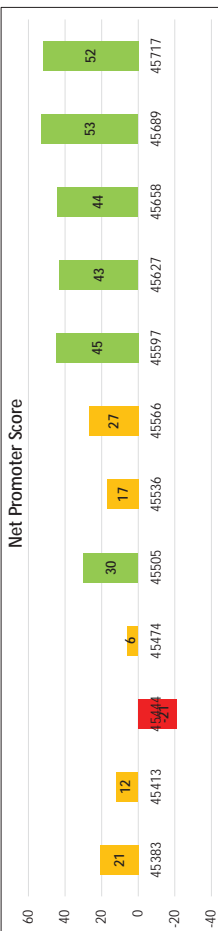
Update on Terms of Reference for the Birmingham Airport Night Flying Policy Planning Sub Committee.

We optimise passenger experience

Net Promoter Score Actual 52 Target 1-29



NPS Score	Needs Improvement -100-0	Good 1-29	Great 30-70	Excellent 71-100
45383				
45413				
45444				
45474				
45505				
45536				
45566				
45597				
45627				
45689				
45717				



**Net Promoter Score:**

Promoters (scored 9-10): These are highly satisfied passengers who are likely to promote BHX to others.

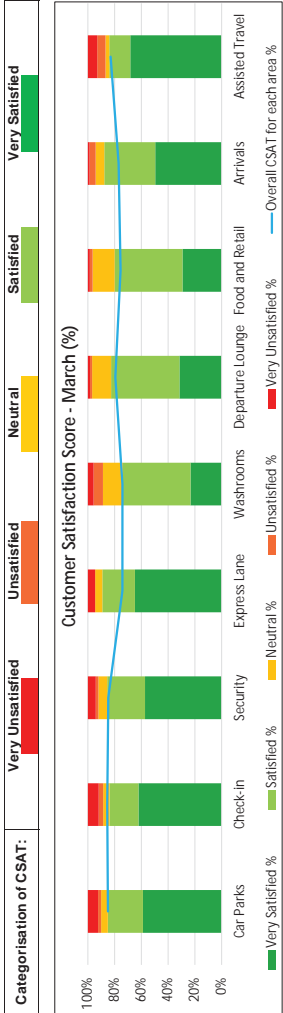
Passives (scored 7-8): These passengers are satisfied but not enthusiastic. They might not actively promote BHX, but they're also unlikely to speak negatively.

Detractors (scored 0-6): These passengers are unsatisfied and may even speak negatively about BHX.

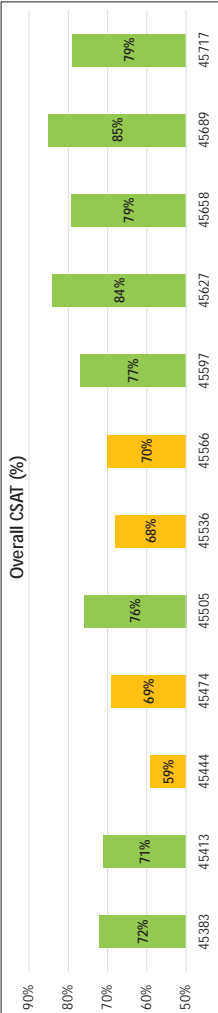
Achieving a Net Promoter Score (NPS) of 52 by March highlights Birmingham Airport's strengths, with 67% of passengers identified as Promoters - those who would recommend us to others. This is a strong quarterly result and demonstrates the efficient operations currently being delivered alongside ongoing improvements as the airport continues to develop.

The NPS for the full financial year came out at 22, which is considered a 'Good' rating. This is a positive outcome, particularly in light of the operational challenges we faced following changes to government regulations. The rapid adaptation of our services and the swift deployment of our teams in the months that followed led to a stable and efficient operation being delivered, with 'Good' or 'Great' ratings recorded for every subsequent month.

Customer Satisfaction Score Actual 79.0% Target 75.0%



CSAT Score:	Needs Improvement 0-50	Fair 51-70	Great 71-90	Excellent 91-100
45383				
45413				
45444				
45474				
45505				
45536				
45566				
45597				
45627				
45689				
45717				



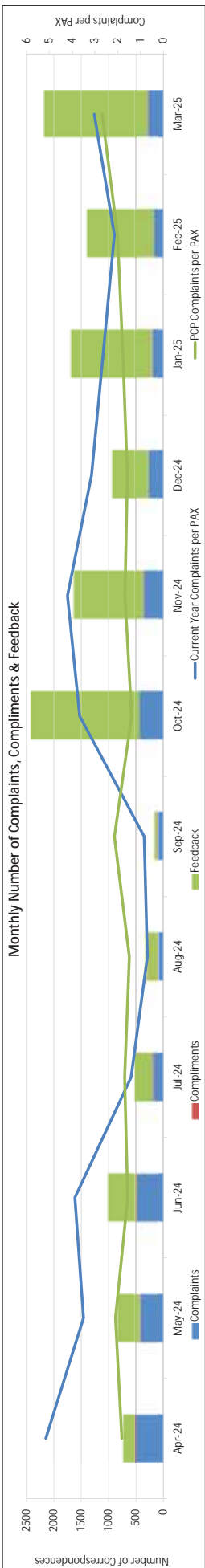
The overall CSAT for the month averaged 81%, representing a strong result, reflecting continued positive sentiment across the passenger journey. For the full financial year, CSAT closed at 71%, which is considered a 'Great' rating. This outcome highlights the significant progress made throughout the year, driven by focused efforts across key areas including targeted recruitment and onboarding of new team members, enhanced training, the introduction of new food and retail options and improvements to the terminal environment. All these improvements are contributing to a more seamless and enjoyable customer experience.

Detractors	Passives
<b>Journey Confusion</b> Comments highlight unclear signage and difficulty navigating between terminals.	<b>Parking Efficiency</b> Promoters appreciated the smooth and quick exit from the car park, highlighting the effectiveness of the number plate recognition system.
<b>Poor Facilities</b> Specific mentions include dirty washrooms and poorly maintained waiting areas.	<b>Friendly Staff</b> Positive interactions with staff were frequently mentioned, emphasising their helpfulness and friendliness.
<b>Staff Availability</b> Feedback indicates long wait times for assistance and a lack of visible staff in key areas.	<b>Prompt Baggage Delivery</b> Quick delivery of luggage was a significant positive factor for many Promoters.

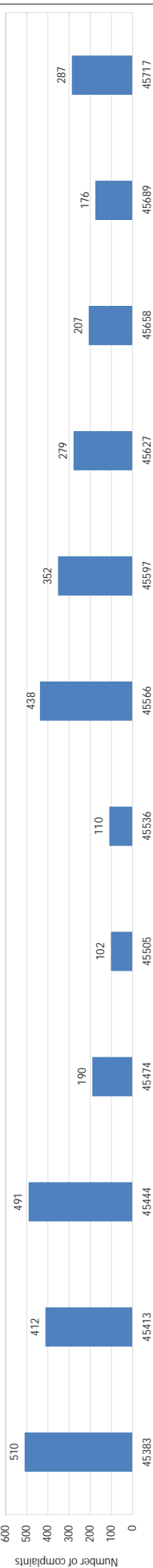
We optimise passenger experience

Number of Complaints Per 10,000 Passengers

Actual 3.0 Target 2.0



Total Complaints



CRM Summary

In the quarter, we handled 10,582 inbound messages, with 4,479 resolved through automation and 5,217 passed to agents.

We received 670 complaints, with Security (118), General Airport concerns (79), Assisted Travel (46), Express Lane (45) and Baggage (23) being the top issues.

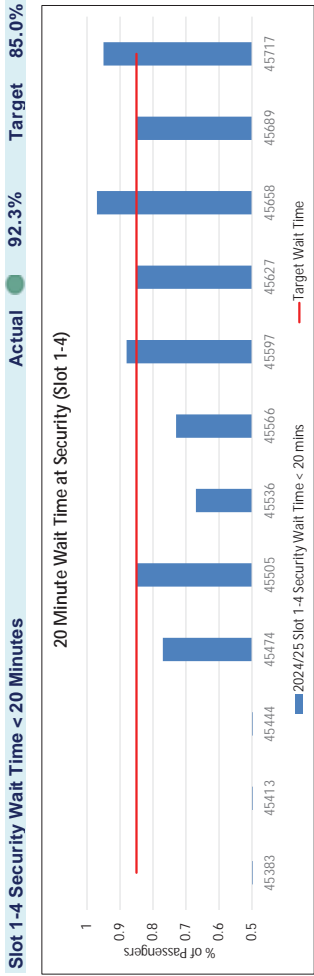
Sentiment	Mar-25	Mar-24	Var
Positive	15.5%	24.0%	Negative
Semi Positive	11.9%	18.6%	Negative
Neutral	44.0%	41.3%	Positive
Semi Negative	23.5%	8.8%	Negative
Negative	5.1%	4.9%	Negative

Brand Sentiment YOY

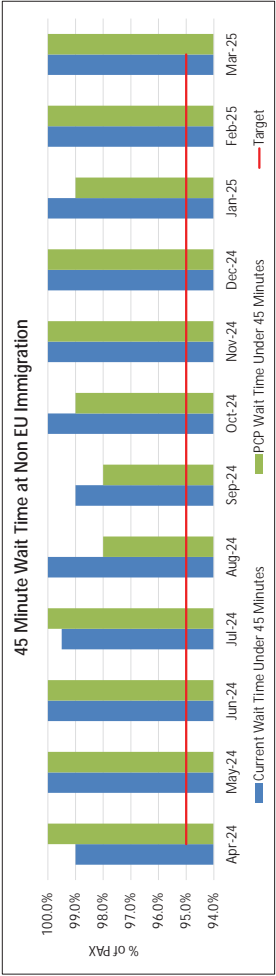
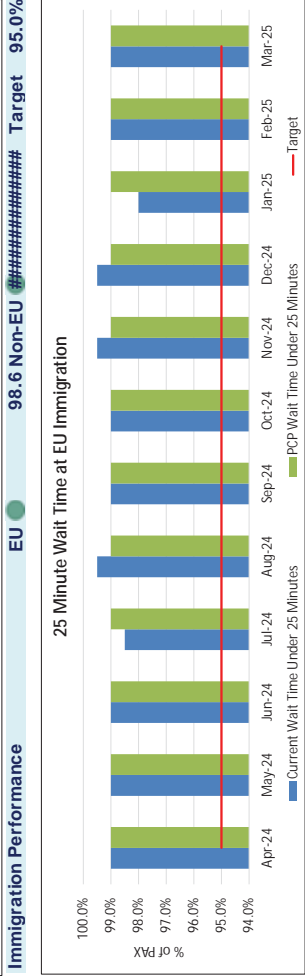
Across the full financial year, brand sentiment has fluctuated but showed clear signs of improvement during the second half. February stood out, with positive sentiment peaking at 26.4%, up 4.8% year-on-year, supported by enhancements to service, facilities, and communications. Semi-negative and negative sentiment remained relatively low in earlier months, showing that improvements were landing well.

While March saw a downward shift, the overall trend points to progress. Looking ahead, there is an opportunity to build on this foundation by focusing on consistency and continued

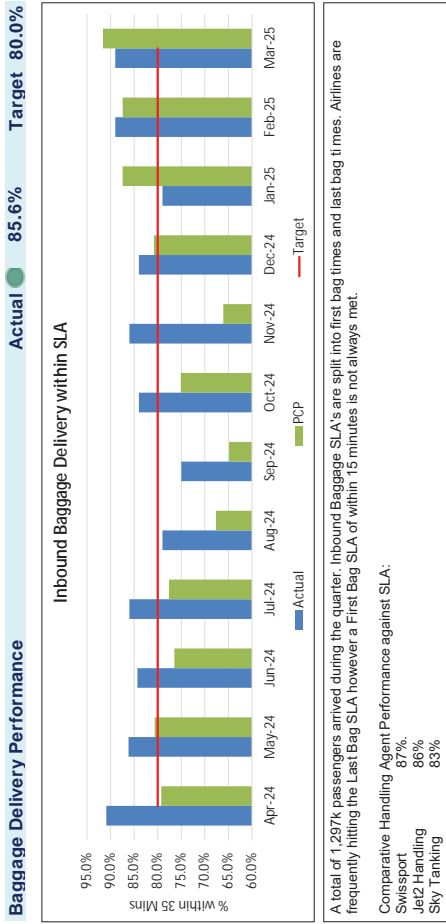
We optimise passenger experience



95% of passengers waited under 20 minutes in March. The average for the quarter was 92.3%. The average queue time for the quarter was 7 minutes.

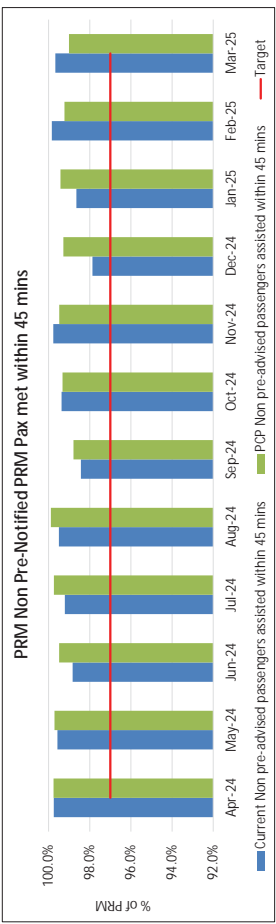
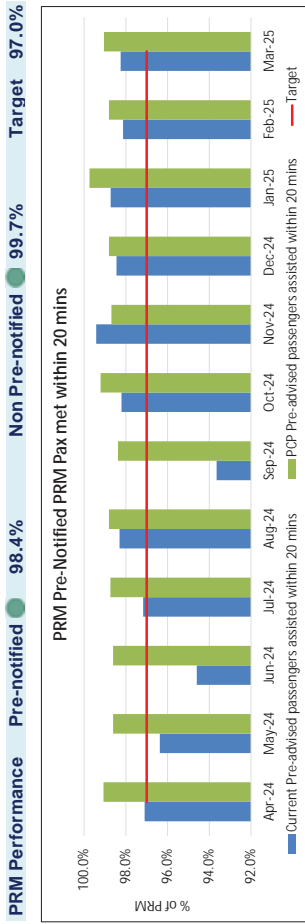


Average wait time for EU immigration was 7 minutes. For Non-EU average wait time was 9 minutes.



A total of 1,297x passengers arrived during the quarter. Inbound Baggage SLA's are split into first bag times and last bag times. Airlines are frequently hitting the Last Bag SLA however a First Bag SLA of within 15 minutes is not always met.

Comparative Handling Agent Performance against SLA:  
Swissport 87%  
Jet2 Handling 86%  
Sky Handling 83%

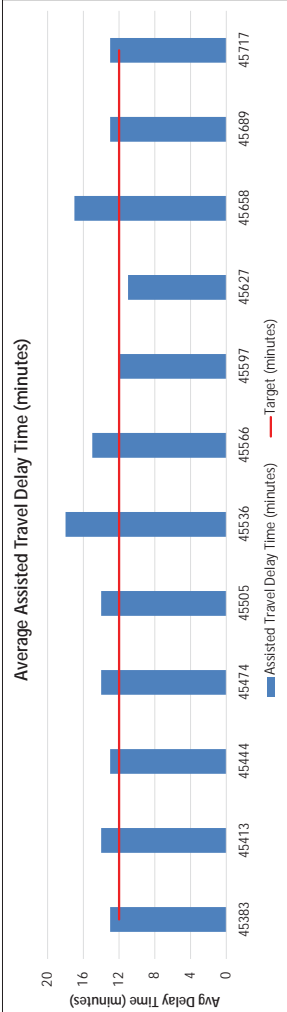


The Regulatory target (97%) was achieved throughout the quarter for both pre-advised and non pre-advised Assisted Travel Passengers.

We maximise airline partner satisfaction

Scorecard Table

Average Assisted Travel Delay Time

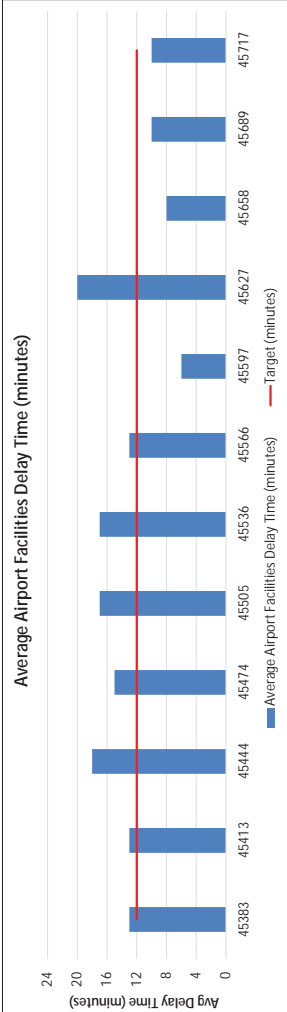


Assisted Travel Delays

Assisted travel delays relates to any aircraft delays arising from the Assisted Travel operation.  
Late arrival of Ambulift was the top cause of assisted travel delay throughout the quarter.  
The average duration of delays relating to the assisted travel operation across the quarter was 14 minutes.

Actual 14 Target 12

Average Airport Facilities Delay Time



Airport Facilities Delays

Airport facilities delays relates to any aircraft delays arising from airport facilities including parking stands, ramp congestion, building and gate limitations.  
Ramp congestion was the top airport facilities delay during the quarter.  
The average duration of delays relating to airport facilities throughout the quarter was 9 minutes.

Actual 9 Target 12



# Birmingham Airport

**Proud of every journey**

## **Sustainability Report**

January - March 2025

Contents:

- 1 Sustainability Update
- 2 Night Flying Policy
- 3 Wake Vortex Strikes
- 4 Air Quality
- 5 Waste (Recycled)
- 6 Energy

## 1 Sustainability Update

Rosie George is still on Maternity Leave with her role being covered by Andy Harrington until her return.

### Community Noise Report

In response to ACC requests for wider availability of noise data that can be shared with local communities, BAL Sustainability team are continuing work to expand the existing Community Noise Report. As a result, noise data will no longer form part of the ACC Sustainability Report and will instead be presented separately in the form of the more detailed Community Noise Report.

This is available quarterly on the Birmingham Airport Website [here](#) and currently incorporates track keeping, complaints (including complaints by area), airline noise performance, runway usage and departures performance (noise violations), arrivals performance (continuous descent approaches) and helicopter statistics sections for Quarter 1 2025. A ground noise section has been added and Engine Ground running statistics can now be found in the Community Noise Report, rather than this report.

Night flying data has been added to include an update for January - of 2025 following the commencement of the 2024/25 Night Flying Year.

### Environment Agency Discharge Consent Review (PFAS)

As mentioned in the last report, the Environment Agency are conducting environmental permit reviews for commercial airports in England, these permits authorise BAL's discharge to watercourses (in BAL's case, Low brook and Hatchford brook which both run through the airfield.)

The Environment agency served a Regulation 61 notice (under the Environmental Permitting (England and Wales) Regulations 2016) on all airports, which requires us to carry out a site survey, screening testing and monitoring for PFAS. The Regulation 61 notice was served in February 2024.

PFAS (Per- and polyfluoroalkyl substances) are commonly known as 'forever chemicals', as they do not break down in the environment.

Airports are a known source of PFAS from historical use of Fire-fighting foam which has been used at various points in time across the site, in particular for training purposes at the fire training ground and for accidents and incidents. BAL stopped using foams containing PFAS from 2012 onwards, with restrictions on use being legally implemented in the UK from 2019/20, however historic usage, even 50-years ago, can mean PFAS presence today.

This required us to carry out a site survey by May 2024 and propose a screening programme by June 2024 and submit the results to them by September 2024. ***These activities were all completed.***

Initial screening sampling was carried out In September 2024, and this showed elevated levels of certain types of PFAS (47 different PFAS tested for altogether), primarily the types of PFAS associated with fire-fighting foam usage, with higher levels noted at areas where historic incidents have meant higher foam usage.



As a result of these results, we were required to submit a monitoring programme which was agreed in October 2024, and we started sampling at 11 agreed points both on and off the airfield on 20<sup>th</sup> January 2025.

Subsequent to this monitoring programme, at the end of the 26 sample sets in January 2026, we are required to conduct a surface water risk assessment based on the results and submit this to the EA (by Feb 2026)

Current status of this monitoring programme is:

- *Ten sets of samples taken so far (to 27<sup>th</sup> May) and nine sets of results are now available – it is too early to form definitive conclusions yet.*
- *We are also in dialogue with Severn Trent who are also carrying out monitoring within the catchment area, looking for “hotspots” of PFAS chemicals (they have a requirement from the DWI related to drinking water impact).*
- *We have now engaged a consultant to assist us with the interpretation of the results so far who will assist us in developing a PFAS management plan once we are clear on what the results are showing us.*
- *We have had an initial meeting with the Environment agency on 13<sup>th</sup> May to discuss progress on monitoring programme and EA are happy with progress to date.*

Of note, is that the Environment agency received a request under the Freedom of Information Act 2000 and Environmental Information Regulations 2004. They have now supplied the screening report to the requestor who the EA cannot name. Ongoing monitoring data has not (and will not) been released at this stage, as this is incomplete and no conclusions can be drawn yet.

## **Energy & Carbon**

BAL has calculated its carbon footprint for financial year 2024/25 and is pleased to report that location-based carbon emissions in 2024/25 (7,253 t/CO<sub>2</sub>e) decreased by 8% compared to the previous year (7,845 t/CO<sub>2</sub>e), despite passenger numbers increasing by 10%. Gas and electricity consumption account for the largest proportion of our carbon footprint. Gas consumption and carbon emissions decreased by 5% from 2023/24, despite the number of heating degree days (HDDs; a measure of temperature over the year) increasing by 8%, highlighting the impact of ongoing energy demand reduction activities. Grid electricity consumption and carbon emissions decreased by 12%, reflecting new onsite electricity generation from our Alpha Bund solar PV array which was operational from August 2024. Total site consumption (grid electricity plus solar) was 21,714,561 kWh, 1% higher than 2023/24 (21,512,300 kWh). Lower temperatures on average, and the associated reduction in HVAC consumption was offset by higher passenger numbers, more air traffic movements, and the opening of our new passenger search area in the North Terminal and passenger queueing area in the South Terminal.

BAL has started a trial of low-carbon Hydrotreated Vegetable Oil (HVO) fuel in c. 20 non-critical vehicles. HVO reduces emissions by 90% compared to diesel and is a drop-in solution with no modifications necessary to vehicles. The trial will run for the remainder of this financial year with a view to expand the number of vehicles involved in the trial as it progresses.

BAL has achieved Airport Carbon Accreditation Level 3 for a third year. We will be working towards Level 4 of the scheme this financial year as a reflection of the progress we have made.

The Alpha Bund solar PV array has been generating above forecasts in recent months, coinciding with record levels of sunshine. It has been powering 100% of the Airport during peak daytime periods and has met approximately 30% of the Airport's electricity requirements. BAL's third solar installation, a 90-kW solar film on the North Terminal roof, went live in February. The Airport recently won Infrastructure Project of the Year at the Constructing Excellence Midlands Awards 2025 in recognition of the Alpha Bund solar project.

The Sustainability team recently unveiled our new Sustainability Wall in the south terminal departure lounge, highlighting the key themes and actions that drive our sustainability strategy. It's a great way for both colleagues and customers to learn more about the steps we're taking for a greener future.



## Corporate Responsibility

At their latest meeting, The Trustees of the Airport Community Trust Fund awarded grants totaling £123,443.52. 30 projects were awarded full unconditional grants. One project received a full grant, but with conditions. Five projects received a partial award and seven projects received no award. One project was invited to re-apply.

The details are as follows:

REF	Project	Amount	Purpose
2759	South Yardley Allotment Society	£4913.00	New Drainage System
2760	Balsall Common Primary School	£5,000.00C	Playground Equipment
2763	Reach Youth	No Award	-
2765	S' Coldfield Cricket & Hockey Club	£5,000.00	Kitchen Refurbishment
2767	Goldieslie Club	£1,500.00	Installation of floodlights
2769	St Margaret's Community Trust	£2,000.00	Craft Equipment
2770	Water Orton Cricket Club	£3,200.00	Windows, plumbing and heating
2771	Grow Family Services	£4615.00	SEND materials and equipment
2772	C Brom Hall Gardens	£2660.00	Outdoor seating
2773	Forest Oak School	£4429.90	Equipment for sensory cabin
2774	ECO Grow	£1667.68	Benches, equipment and plants for community garden
2775	Chester Road Allotments	£1929.00	Summer House & shed
2777	C Brom Cricket & Sports Club	£2669.94	Sightscreens
2778	FC Elite Academy	No Award	Training aids
2780	Kingshurst Primary School	£2129.93	Sensory equipment
2781	Girlguiding Group - Elmdon	£2000.00	New entrance doors
2783	Birmingham Baseball Club	£2027.77	Field improvements and pitching machine
2784	The Pines Special School	No Award	-
2786	Liberty Circle	No Award	-
2788	Tudor Grange Academy Solihull	No Award	-
2789	Knowle Village Hall Association	£5000.00	Main entrance replacement
2791	Timberley Primary School	£3466.30	Benches, planters etc for outdoor area
2792	Sutton Coldfield URC	No Award	-
2793	Three Beans	£3091.70	Crockery and kitchenware
2794	Birmingham Dogs Home	No Award	-
2795	Blossomfield Club	£2900.00	Wheelchair access ramp
2797	Bromford Bridge Breakfast Coffee	£4400.00	Replacement heating system
2798	Sutton Coldfield Town FC	£4032.00	Storage Container
2801	1 <sup>st</sup> Marston Green Scout Group	£5000.00	New doors
2802	W Orton Fete & Carnival Committee	£3951.00	Marquee and gazebos
2803	2 <sup>nd</sup> Balsall Common Scout Group	£5000.00	Camping Equipment
2804	Urban Heard Youth Engagement	£3259.00	Video and IT equipment
2805	Brightside Forest School	£1549.89	Outdoor equipment and tools
2806	Solihull Sonics	£4826.52	Basketball Court Markings
2808	Tudor Grange Academy Langley	£5000.00	Air handling unit in swimming pool building
2811	Born2Sing	£3936.89	Audio Equipment
2813	Marsh Hill Primary School	£3000.00	Multi-Gym playground equipment
2814	Foxes Netball Club	£5000.00	Netball equipment & training aids
2815	Francis Road Allotments	£5000.00	Access road resurfacing
2816	Lode Heath School	£3000.00	Stage Equipment
2817	Windy Arbor Primary School	£5000.00	Playground markings
2818	Yardley Community Protection Soc	£1288.00	Outdoor seating and shading
2819	The Conies	No Award	-
2822	Birmingham Bulls RFC	No Award	-
		<b>£123,443.52</b>	

Work is underway to introduce a new digital platform to improve efficiency and the customer experience for applicants to the Community Trust Fund.

BAL's new partnership with Birmingham Children's Hospital Charity is now well underway. A Children's Hospital Charity Takeover Day, incorporating Dress Down Day and a raffle, raised over £1,700 and discussions between BAL's commercial team and the charity have identified areas several potentially profitable areas for co-operation. A series of large-scale fundraising events is planned to meet the ambitious first year fundraising target of £100,000, including a charity dinner, a 'race the plane' event, an aircraft pull and the return of the Diamond House Abseil and the Runway Run. A team of 'Charity Champions' has been recruited from across the business and 'Lunch & Learn' sessions have been staged to increase colleagues' understanding of the work of Childrens Hospital Charity.

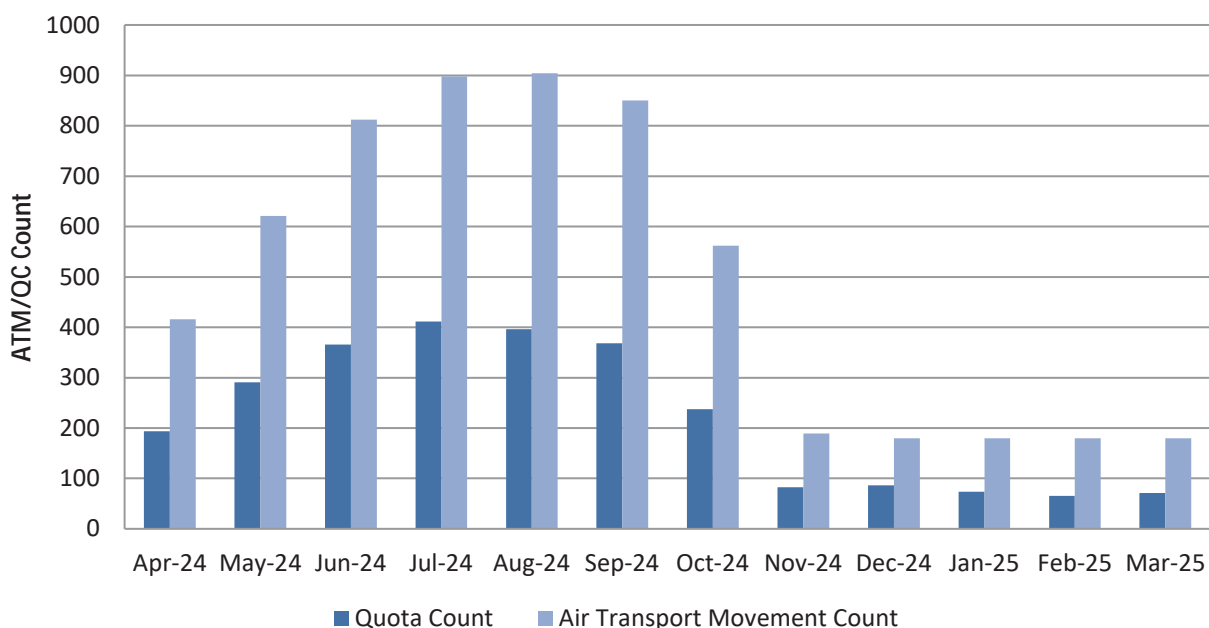
BAL is working with the Midlands Employer Alliance to facilitate work placements for Care Experienced Young People, while a Security Assessment Day was staged for young people in the care of SMBC as part of BAL's support for the Council's Corporate Parenting Board.

A new digital volunteering app is under construction to facilitate an increase in staff volunteering in support of community partners.

Presentations have been provided for the Chartered Institute of Logistics and Transport, Sheldon Local History Group and the North Solihull Business Forum, while educational visits were hosted for students at Sandwell College, Cirencester College and Forest Oak School in Smiths Wood.

## 2 Night Flying Policy

### 2.1 Night Air Transport Movement and Quota Count Analysis



### 2.2 Movements Against the Night Flying Policy

Date Range	2021/22		2022/23		2023/24		2024/25	
	ATM's	QC	ATM's	QC	ATM's	QC	ATM's	QC
November	115	38.5	103	38.5	156	56.75	189	82.75
December	145	35.125	136	39.125	143	45.125	204	86.3
January	157	31.875	121	36.375	152	58.5	175	73.75
February	160	50	131	38.625	129	45.75	159	65.375
March	206	65	205	63.5	176	24.375	180	71.25
April	306	122	389	150.75	416	193.625		
May	586	226.75	591	221	621	290.75		
June	765	301.875	766	271	812	365.875		
July	831	326.375	843	300.625	898	411.5		
August	771	298	837	333.5	904	396.125		
September	725	229.625	790	330	850	368		
October	595	226.875	534	210.75	562	237.5		
<b>Totals</b>	<b>5362</b>	<b>1952</b>	<b>5446</b>	<b>2033.75</b>	<b>5819</b>	<b>2493.875</b>	<b>907</b>	<b>379.425</b>
<b>Limit</b>	5505	4000	5505	4000	5171	4000	7227	2800
<b>Exemptions</b>	341	-	430	-	311	-	39	-

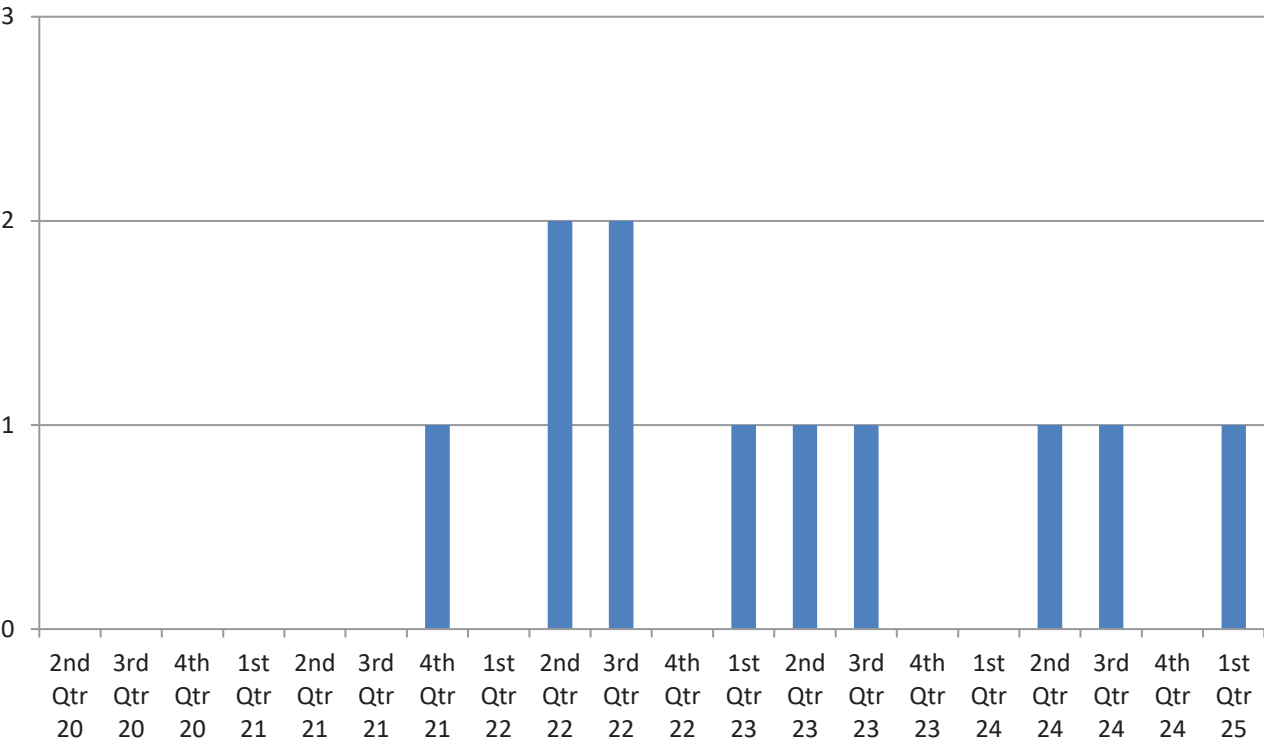
### 2.3 Usage Against 877 Departure Cap (23:30 – 05:00)

Night Flying Year	Usage against 877 limit
2022/24	426 (Oct 23 – Oct 24)
2024/25	144 (Oct 24 - Mar 25)

3 Wake Vortex Strikes

There was one vortex strike confirmed in the 1st quarter of 2025.

3.1 Trends in Wake Vortex Strikes



## 4 Air Quality

The data below shows data for the 1<sup>st</sup> Quarter 2025

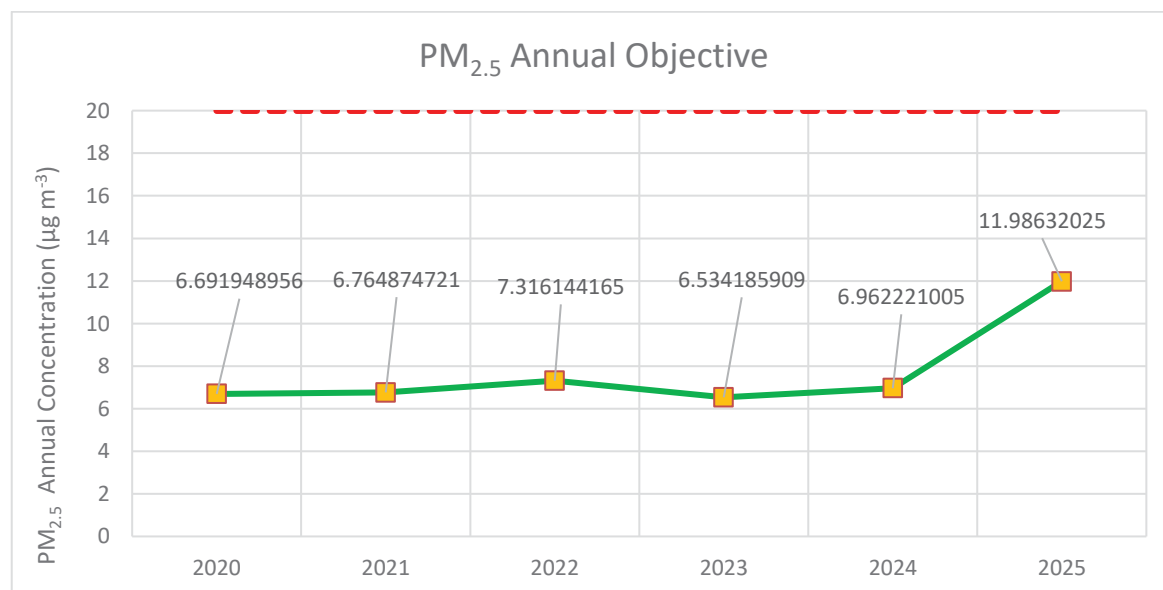
### Particulate Matter (PM<sub>10</sub>)



The current UK Air Quality Strategy Limit for PM<sub>10</sub> is 50 µg m<sup>-3</sup> over a 24-hour averaging period (with 35 exceedances permitted annually).

There was one 24-hour exceedance of PM<sub>10</sub> during the March 25

### Particulate Matter (PM<sub>2.5</sub>)



The current UK Air Quality Strategy Limit for PM<sub>2.5</sub> is 20 µg m<sup>-3</sup> over an annual averaging period. There were no annual exceedances of PM<sub>2.5</sub> during the 2024 calendar year and no exceedance to date of the 2025 annual number (average only to end April 2025)

## Ozone (O<sub>3</sub>)

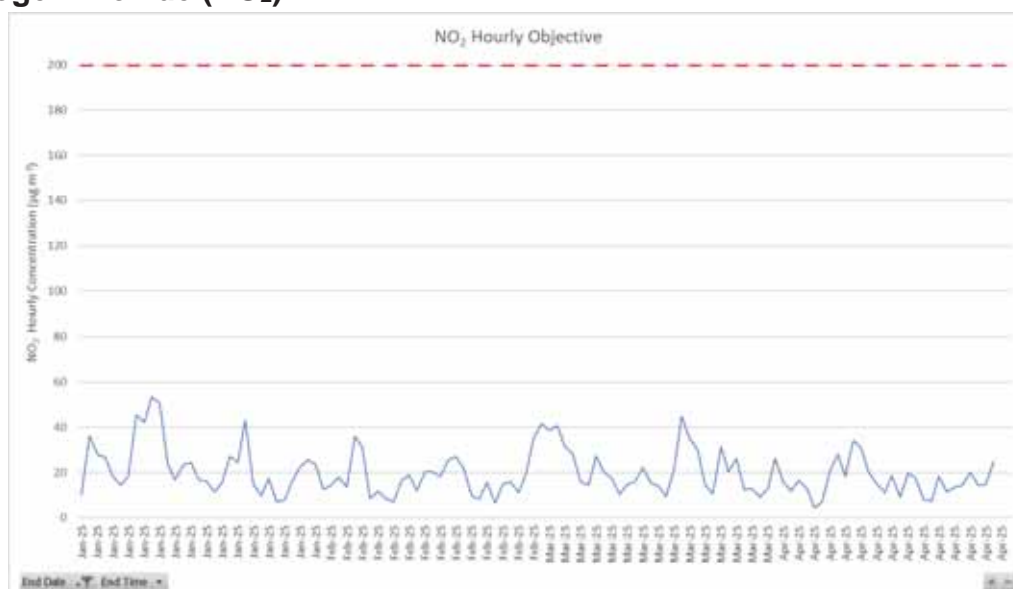


The current UK Air Quality Strategy Limit for O<sub>3</sub> is 100  $\mu\text{g m}^{-3}$  as a daily maximum of a running 8-hour averaging period (with 10 exceedances permitted in a calendar year).

There were 5 exceedances during the first quarter of 2025 where the maximum of the running 8-hour average exceeded the limit for O<sub>3</sub>. There is a gap in data present from 13/03/24 – 19/06/24 due to a fault with the O<sub>3</sub> analyser.

It should be noted that O<sub>3</sub> is trans-boundary in nature (and isn't necessarily directly airport related)

## Nitrogen Dioxide (NO<sub>2</sub>)

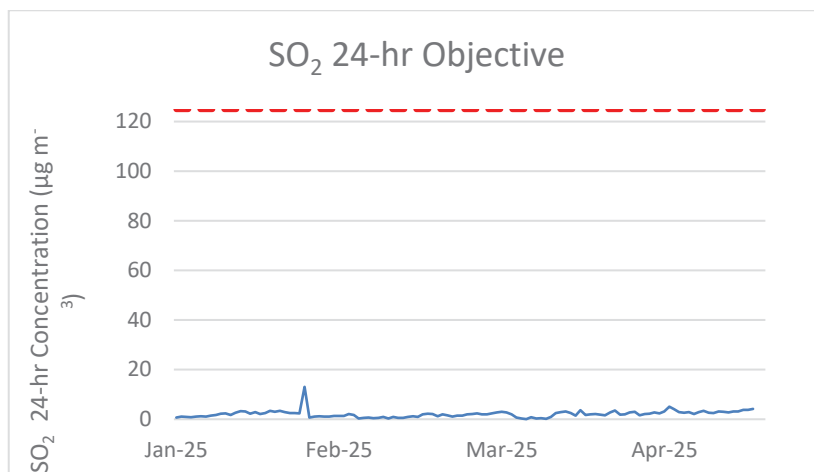


The current UK Air Quality Strategy Limit for NO<sub>2</sub> is 200  $\mu\text{g m}^{-3}$  over an hourly averaging period (with 18 exceedances permitted annually).

There were no hourly exceedances of NO<sub>2</sub> during the 1<sup>st</sup> Quarter of 2025.



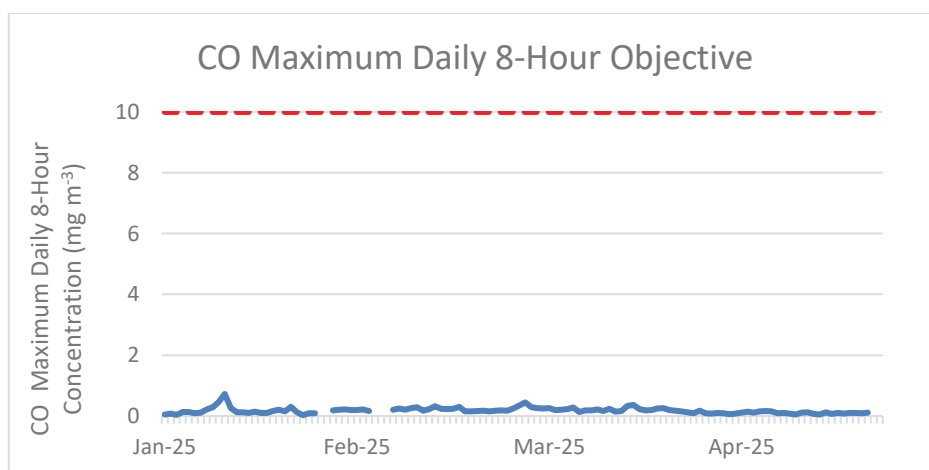
## Sulphur Dioxide (SO<sub>2</sub>)



The current UK Air Quality Strategy Limit for SO<sub>2</sub> is 125 µg m<sup>-3</sup> over a 24-hour averaging period (with 3 exceedances permitted annually).

There were no 24-hour exceedances of SO<sub>2</sub> during the 1<sup>st</sup> Quarter of 2025

## Carbon Monoxide (CO)



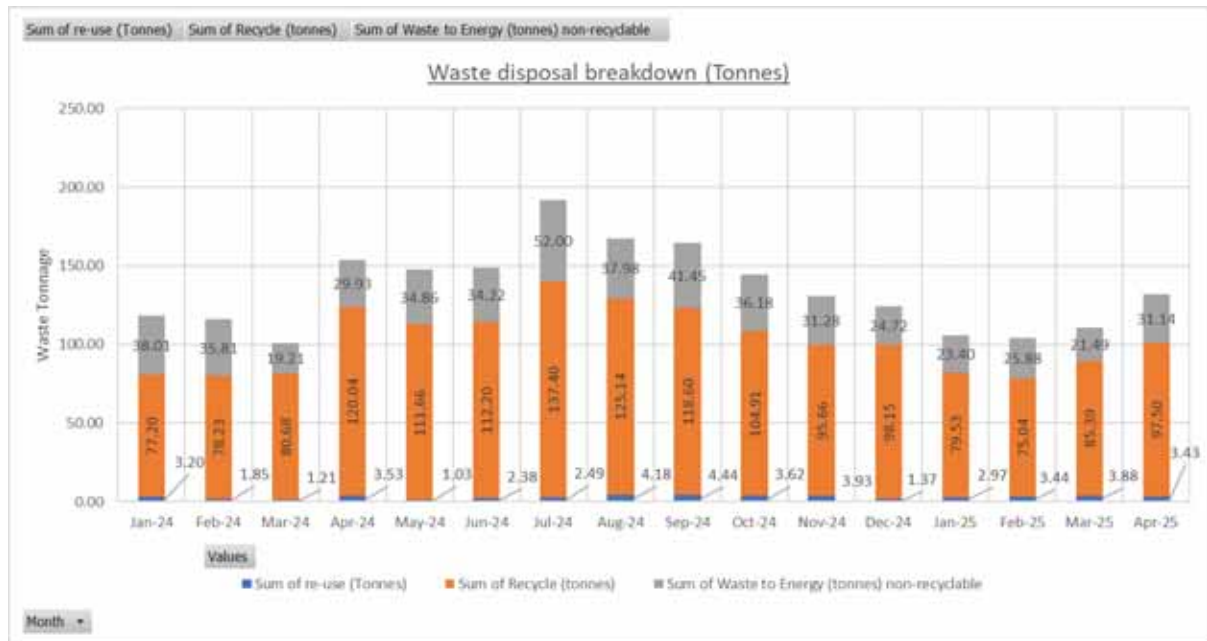
The current UK Air Quality Strategy Limit for CO is 10 mg m<sup>-3</sup> as a daily maximum of a running 8-hour averaging period.

There were no days where the maximum of the running 8-hour average exceeded the limit for CO during the 1<sup>st</sup> Quarter of 2025

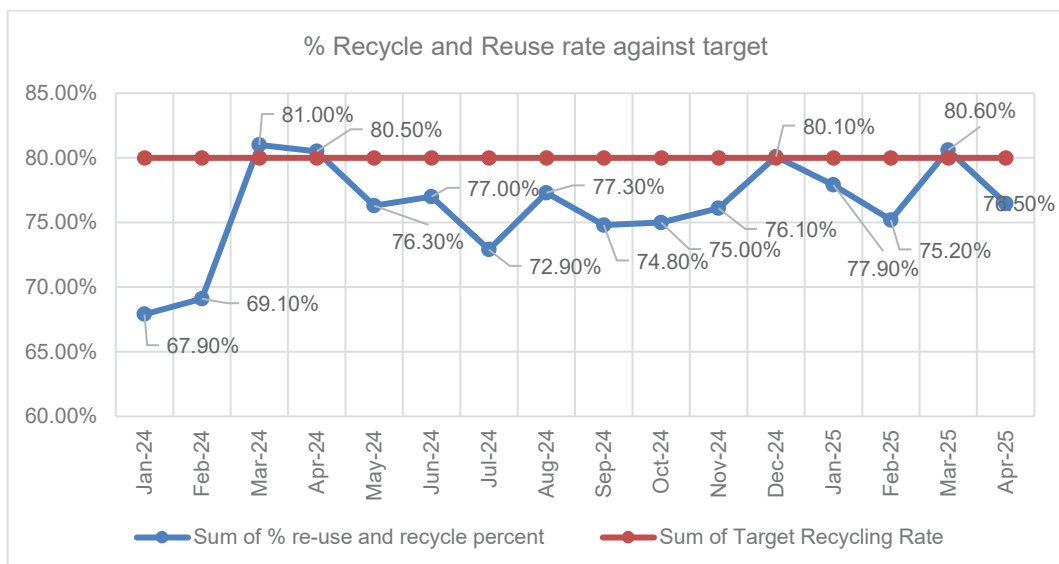


## 5 Waste

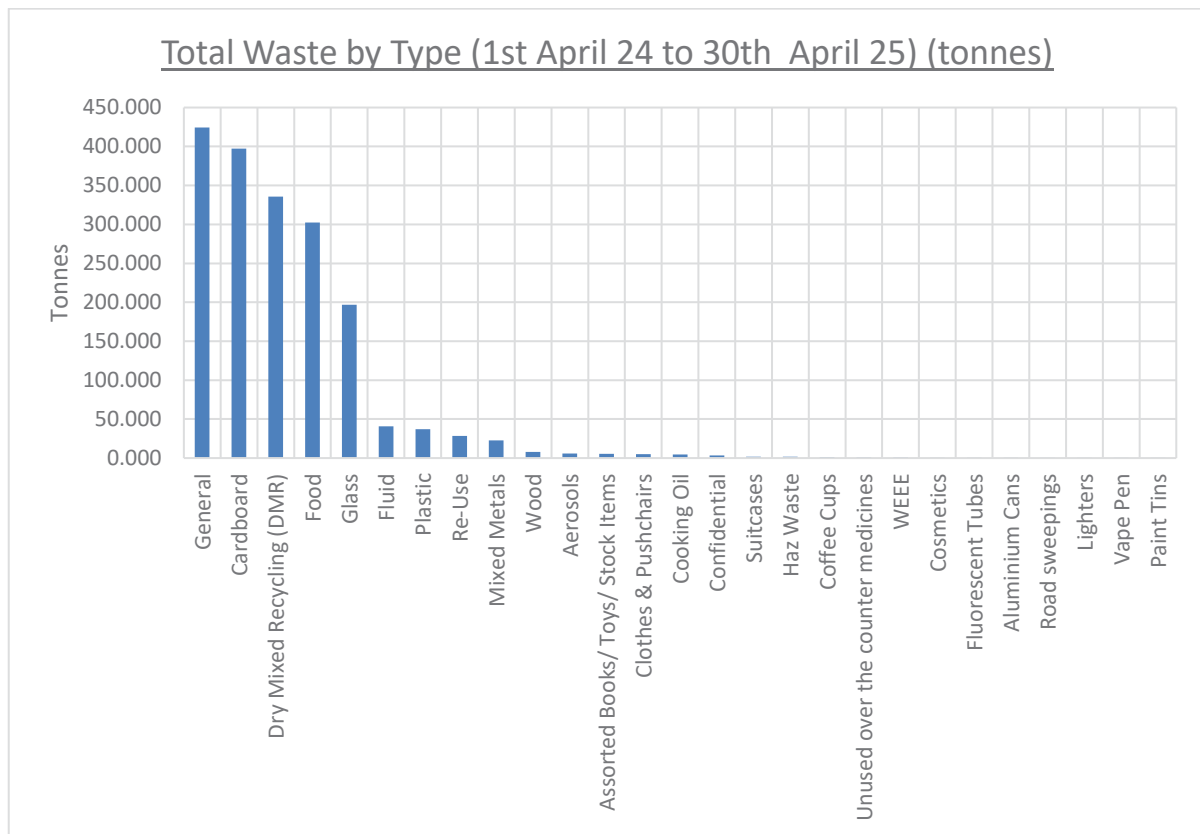
The first graph below shows the waste disposal method for each month as a comparison (and as previously requested). Generally waste volumes peak in the summer months. This graph shows the waste in tonnes. Possible future changes in liquid rules in security will potentially have an impact on the volumes, but it's more likely that the volumes will move airside as passengers finish drinks and dispose of the bottles etc. However, it might have an impact on the amount of liquids that we have to deal with.



The graph below shows the recycle and reuse rate against target

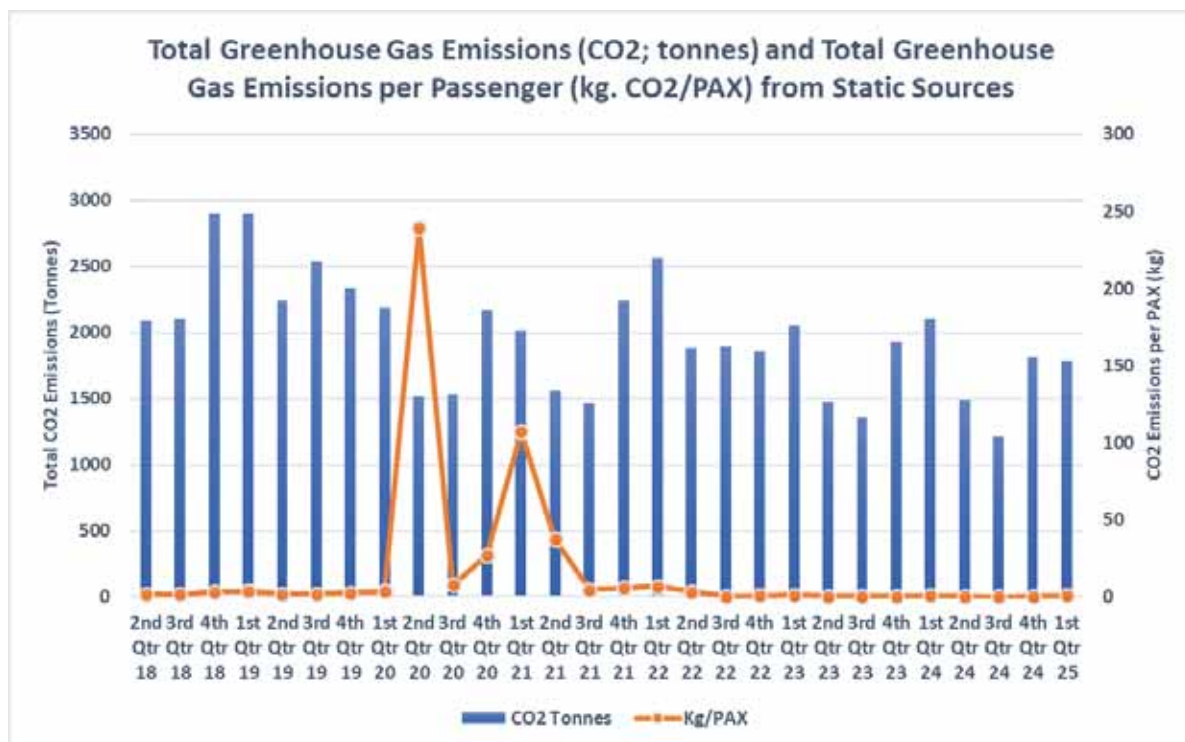


Finally the graph below shows the significant contributors to our waste volumes from 1st April 24 until end April 25



## 6 Energy

The below chart shows BAL's GHG emissions from gas and electricity consumption only. GHG emissions from tenants & concessions gas/electricity consumption have been excluded from the 2<sup>nd</sup> Qtr 2018 onwards as these are accounted for separately.

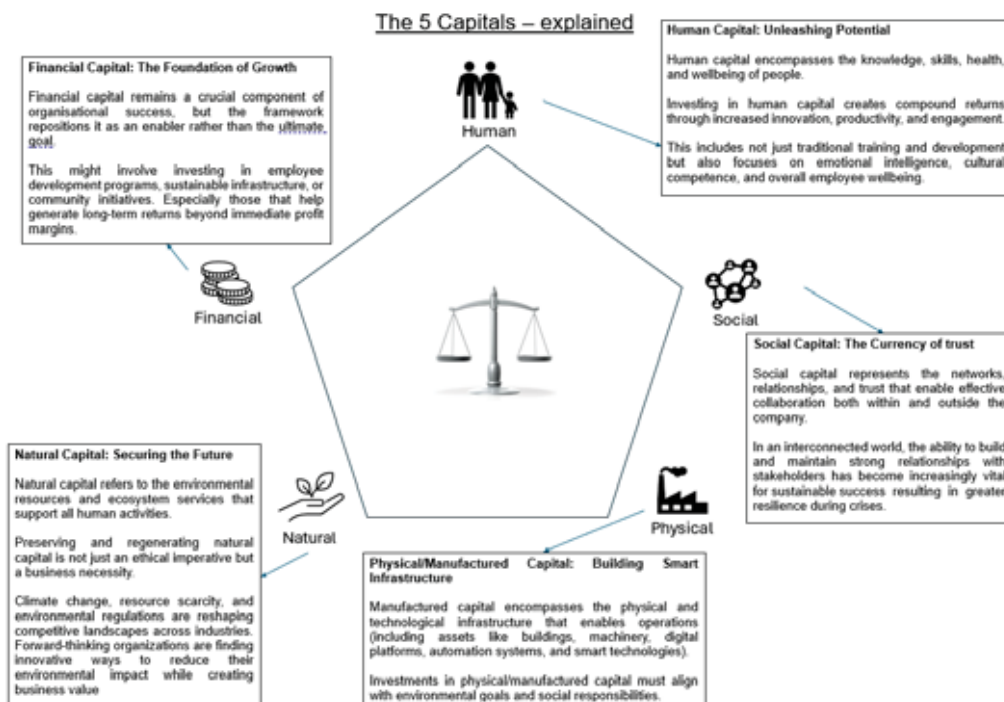


\*2<sup>nd</sup> Qtr 2020 to 2<sup>nd</sup> Qtr 2021 saw a rise in per PAX emissions due to the significantly reduced passenger volumes resulting from the COVID-19 pandemic. During this time however there was also a significant reduction in CO<sub>2</sub> emissions resulting from an energy saving campaign.

## 6 Sustainability Strategy Changes

During 2025 we are looking to change our focus in order align with current thinking on sustainability. We aim to:

- Embed Sustainability into business as usual owned by the whole business not just sustainability (as H&S)
- Identify and engage with all stakeholders both internally and externally (no longer just inward facing) embrace scope 3
- Ensure the new strategy is aligned with the pillars and connect to our values
- Modernise and take best practice from other airports and industry and the new ACI themes but make it BAL specific
- Focus on not just environment (carbon and waste) but focus on 5 capitals (see below)
- Bring in areas that we are not doing currently and bring into the framework areas that we are doing well but not under the sustainability framework
- Get exec sponsor, and multifunctional teams to work together to drive our ambitions (defining the scope, target, improvement planning)
- Assess possibility of embedding into Reporting, PDR and objectives and ensure regular reporting and maintained focus



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Departures Performance

Track Keeping

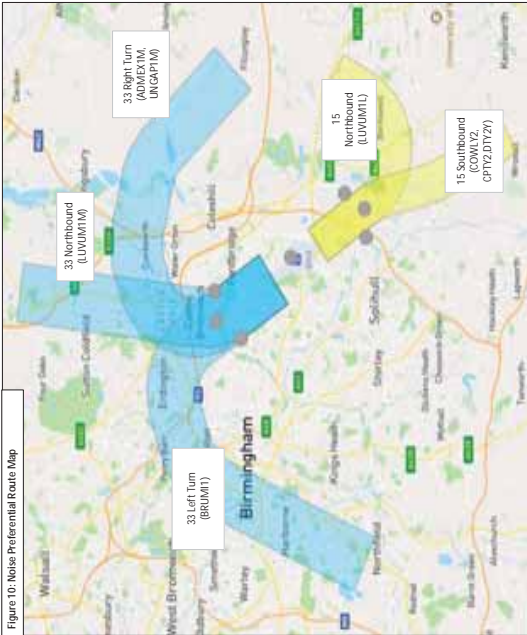
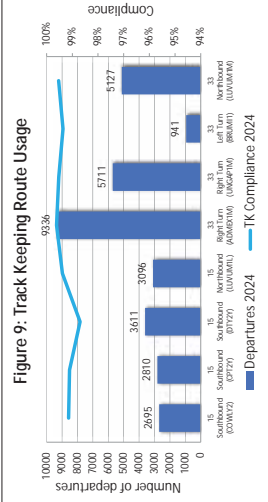
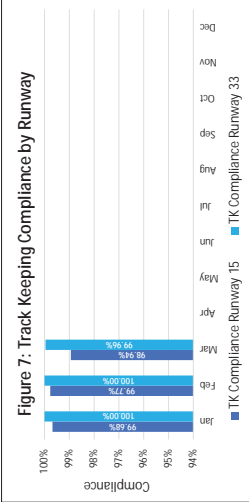
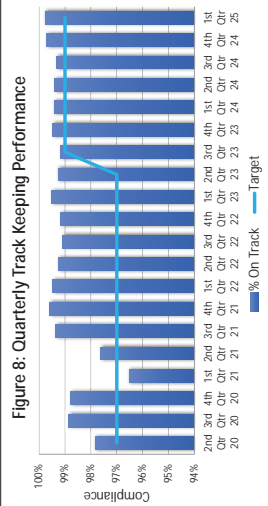
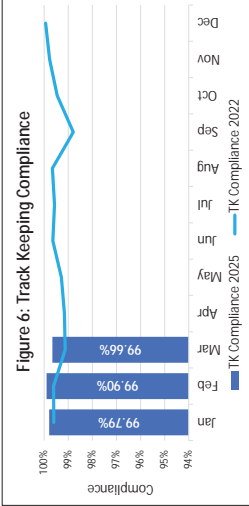


Figure 10 shows a map of the five noise preferential routes. The routes are highlighted in blue on the map. The routes are: 33 Northbound (LUVUM1M), 33 Left Turn (BRUM1), 15 Northbound (LUVUM1), 15 Southbound (COWLY2, CPTZ, DTYZY), and 33 Right Turn (ADMEX1M, UNGAP1M). The routes are highlighted in blue on the map.

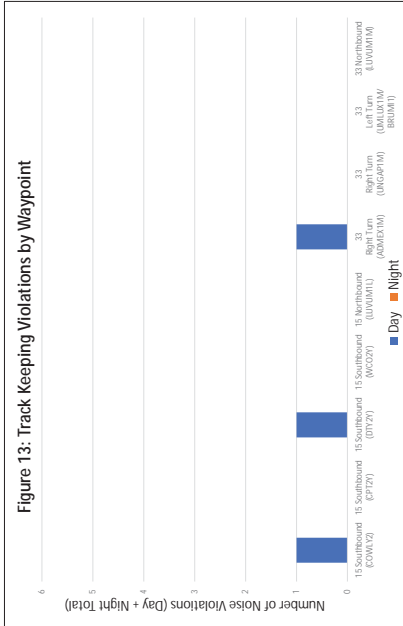
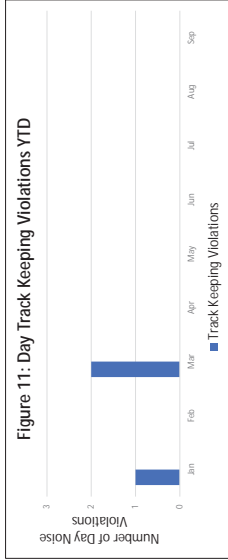
Figure 11 shows monthly daytime track keeping violations since this mechanism came into effect on 1st April 2024. There have been 3 track keeping violations for the year to date. The details of which can be found in the table below.

Figure 12 shows monthly night time track keeping violations since this mechanism came into effect on 1st April 2024. There have been no night time track keeping violations for the year to date.

Figure 13 shows quarterly day and night track keeping violations by waypoint for the year to date 2025: ADMEX1M, DTYZY and COWLY2. Full details of our track keeping violation surcharging mechanism can be found within our Fees and Charges document, publicly available on our website [HERE](#).

Route	Minimum Vectoring Altitude
15 Southbound (COWLY2, CPTZ, DTYZY)	4000 ft
15 Northbound (LUVUM1)	3000 ft
33 Right Turn (ADMEX1M, UNGAP1M)	3000 ft
33 Left Turn (BRUM1)	3000 ft
33 Northbound (LUVUM1M)	3000 ft

Track Keeping Violations



Birmingham Airport operates a firing regime for departing aircraft who violate the parameters of our Noise Preferential Routes (NPRs). Aircraft who have not had permission granted to them by our Air Traffic Control team to leave their designated NPR early are issued a surcharge. There are two track-keeping violation surcharges: a daytime charge, levied to departing aircraft operating between 0600-2329 hours, and a night-time charge for those operating between 2330-0559 hours.

Aircraft will only be granted permission to deviate from their NPR prior to reaching minimum vectoring altitude according to weather, traffic, medical emergencies, or other safety related concerns.

Figure 11 shows monthly daytime track keeping violations since this mechanism came into effect on 1st April 2024. There have been 3 track keeping violations for the year to date. The details of which can be found in the table below.

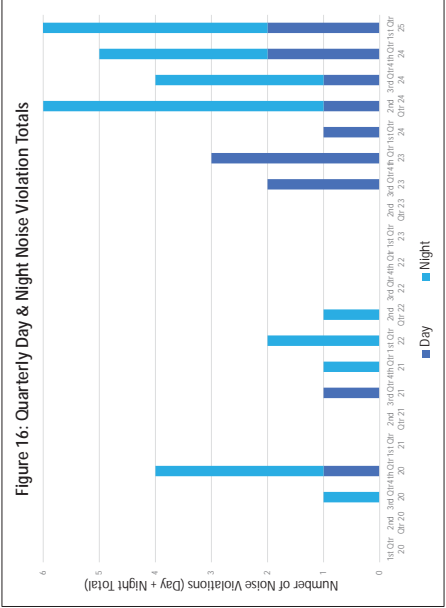
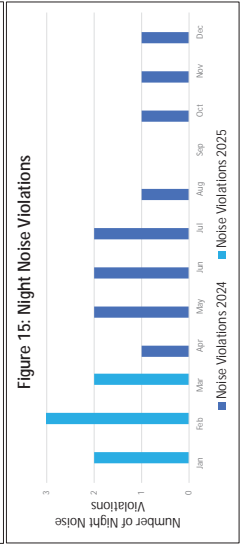
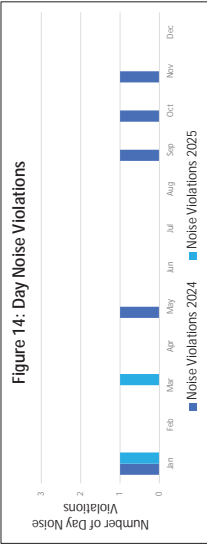
Figure 12 shows monthly night time track keeping violations since this mechanism came into effect on 1st April 2024. There have been no night time track keeping violations for the year to date.

Figure 13 shows quarterly day and night track keeping violations by waypoint for the year to date 2025: ADMEX1M, DTYZY and COWLY2. Full details of our track keeping violation surcharging mechanism can be found within our Fees and Charges document, publicly available on our website [HERE](#).

Date & Time (GMT)	Waypoint	Flight No.	Airline	Aircraft	Runway	Amount	Paid (Yes/No)	Type
14/01/2025 at 07:30	COWLY2	FRF 140	FRF	AT72	15	£900	Yes	Day
27/03/2025 at 03:18	DTYZY	SPAN	SPA	CRJX	15	£900	No	Day
28/03/2025 at 07:29	ADMEX1	BD568	SW4	SW4	33	£900	Yes	Day

Departures Performance Continued

Noise Violations



Birmingham Airport operates a fining regime for noisy aircraft departing from the airfield. There are two violation level limits: a daytime limit of 90dB(A), operational between 0600-2320 hours and a more stringent night-time limit of 55 dB(A) (reduced from 85dB from 1st April 2024), operational between 2320-0600 hours. Aircraft exceeding these limits are charged a noise penalty. The noise penalty is calculated based on the number of violations and the aircraft's weight. The noise penalty is charged an amount equivalent to a full runway charge, thus deterring noisier aircraft from operating. All funds from night noise violations are placed into the Community Trust Fund, a registered charity that benefits projects in the local community.

Figure 14 shows monthly daytime noise violations, comparing 2024 to 2025. There were five daytime noise violations in 2024. There were two daytime noise violations in the 1st Quarter of 2025. The details of which can be found in the table below.

Figure 15 shows monthly night noise violations, comparing 2024 to 2025. There were 11 night noise violations in 2024. There were eight night noise violations in the 1st Quarter of 2025. The details of which can be found in the table below.

Figure 16 shows quarterly day and night noise violations from Quarter 1 2020 to Quarter 1 2025. Quarter 2 2024 saw the first night noise violation since since Quarter 2 2022 and the peak number of night noise violations (five). Peak day noise violations occurred in Quarter 4 2023, with three.

Full details of our runway charging mechanisms can be found within our Fees and Charges document, publicly available on our website here. For daytime noise violations a surcharge of £750 is levied, with provisions for an extra £170 per full decibel over the 90 dB(A) limit. For night noise violations a full runway charge of £16,34 per tonne is levied, with provisions for an extra £170 per full decibel over the 81 dB(A) limit.

Date & Time (GMT)	NMT	Max. Level dB(A)	Flight No.	Airline	Aircraft	Runway	Amount	Paid (Yes/No)	Type
14/01/2025 at 10:46	2	90.6	N818CA	CMB	B744	15	£750	Yes	Day
31/01/2025 at 06:47	2	81.1	FR2151	RVR	B738	15	£1,174.65	Yes	Night
31/01/2025 at 06:47	2	82.5	FR2311	RVR	B738	15	£1,344.65	Yes	Night
01/02/2025 at 05:58	2	81.8	FR3901	RTR	B738	15	£1,094.62	Yes	Night
07/02/2025 at 05:46	1	82.4	FR2311	RTR	B738	33	£1,264.62	Yes	Night
07/02/2025 at 05:51	1	81.5	FR2151	RTR	B738	33	£1,094.62	Yes	Night
26/02/2025 at 05:56	2	81.3	ERBAQ	PVV	B742	15	£6,173.94	Yes	Night
13/03/2025 at 17:27	1	91.9	SRR712	SRR	B763	33	£3,055.62	No	Day
14/03/2025 at 05:53	1	81.1	FR2311	RVR	B738	33	£1,094.62	No	Night
17/03/2025 at 05:50	1	81.1	FR2151	RVR	B738	33	£1,094.62	No	Night

Ground Noise - Engine Ground Running

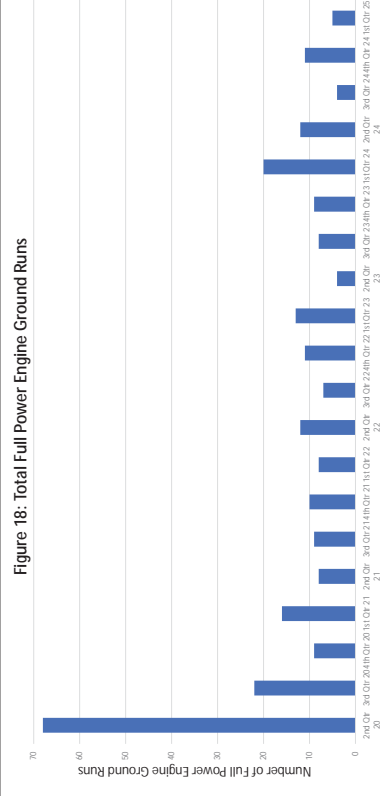
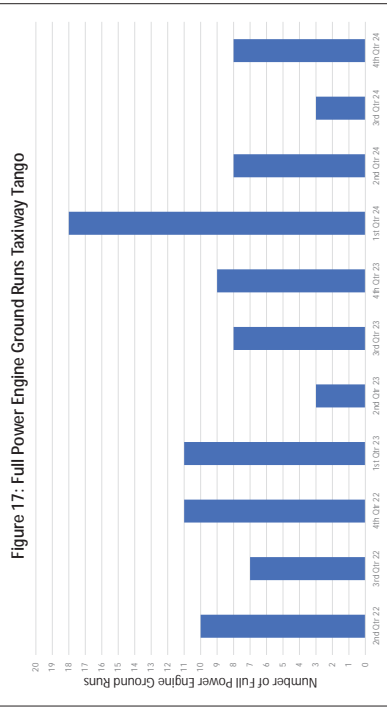
Engine Ground Running is required by airlines following essential aircraft maintenance and only takes place when absolutely necessary for safety reasons, in line with our Engine Ground Running Policy.

No Engine Ground Running may take place without the prior written permission of the Airfield Duty Manager (ADM), with the exception of check starts and ground engine runs for engine checks. Engine Ground Running is permitted between 0600 (0800 on Sundays). In addition, no full power Engine Ground Running is permitted between 1030 and 1230 hours on Sundays and Good Fridays.

Any full-power Engine Ground Running conducted within the Morning Shoulder Period (MSP) which is between 0600 and 0700 hours (0600 to 0800 hours on a Sunday) must be preceded by a 10-minute engine warm-up period. Engine Ground Running is not permitted between 1030 and 1230 hours on Sundays and Good Fridays.

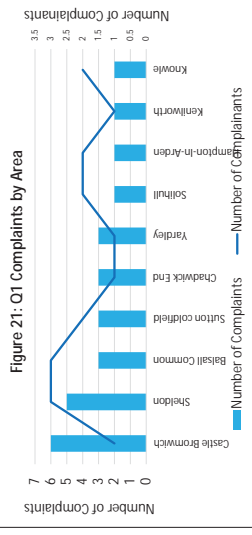
Figure 17 shows a quarterly profile of the number of full power Engine Ground Runs conducted on Taxiway Tango. Tango is located to the East of the airfield and full power Engine Ground Runs will only take place here between the hours of 07:00 and 20:00.

Figure 18 shows the quarterly profile of full power Engine Ground Runs since the 4th Quarter of 2019. The second quarter of 2020 saw the highest number of full power engine ground runs with 68, each quarter following this has seen the number remain below 22.



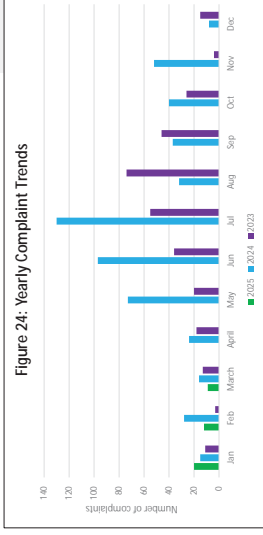


## Complaints - 2024

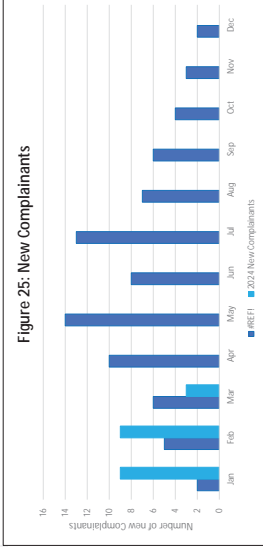


## Complaints - Trend Analysis

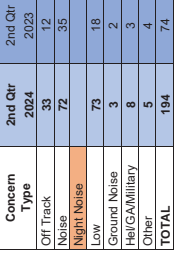
Figure 23: Quarterly Events and Correspondents



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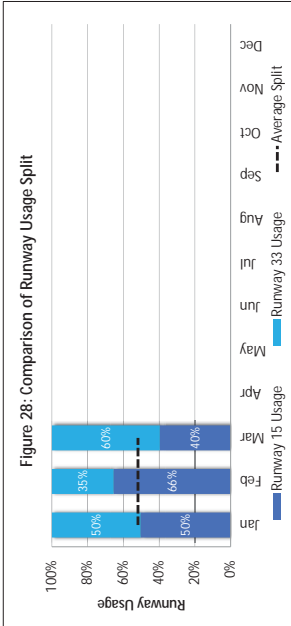
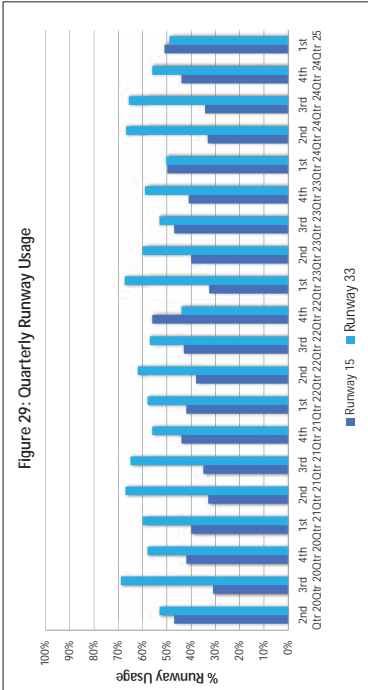
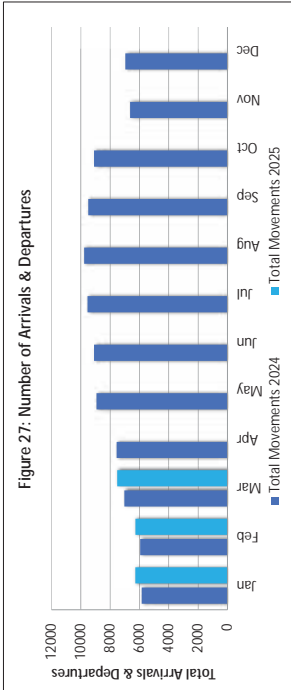


Complaint Category	Q2 2023	Q3 2023
Other	0	0
Complaints	0	0
Complaints	0	0
Complaints	0	0
Complaints	0	0

Airline Noise Performance

Rank by ATM	Airline Name	Total Movements	CDA Performance	Rank (CDA)	Track Keeping Performance	Rank (TK)
1	Ryanair	4073	97.88%	2	99.75%	3
2	EasyJet	2572	93.91%	11	99.92%	2
3	Jet2.com	2346	94.81%	6	99.92%	2
4	TUI	1276	94.99%	4	100.00%	1
5	KLM Royal Dutch Airlines	803	91.52%	9	99.80%	6
6	Emirates	755	91.25%	10	100.00%	1
7	Air France	555	74.01%	20	98.84%	4
8	Emirates	518	86.87%	16	99.81%	5
9	Loganair	515	92.64%	8	100.00%	1
10	Lufthansa	490	87.80%	14	100.00%	1
11	EasyJet Europe	391	92.86%	7	99.49%	7
12	Emirates	355	84.75%	19	98.31%	9
13	Turkish Airlines	351	94.89%	5	100.00%	1
14	EasyJet Switzerland	347	87.30%	15	99.42%	8
15	Air Lingua	301	86.00%	13	100.00%	1
16	Lufthansa City	299	86.27%	18	100.00%	1
17	Eurowings	220	85.50%	17	100.00%	1
18	Swire	184	88.57%	12	100.00%	1
19	Ryanair UK	188	94.85%	1	100.00%	1
20	Qatar Airways	184	95.65%	3	100.00%	1

Runway Statistics



Where winds are below five knots, we operate our 'Preferential Runway' Policy, this is when Air Traffic Control will generally direct arrivals onto Runway 33 to minimise the risk of wake vortex strikes. Wake vortices are rotating columns of air generated by arriving aircraft as they pass through the air. Infrequently and in certain still, calm conditions they can cause damage to roofs. Although vortex strikes are rare, the Preferential Runway Policy minimises the risk to the large number of properties located to the north of the airport underneath the R15 centreline by directing arrivals onto R33, where there are very few properties at risk. Taken together, wind direction and the Preferential Runway policy explain why Runway 33 is utilised more than Runway 15.

Figure 27 (top left) shows the total number of air transport movements (ATMs) (both arrivals and departures) for 2024 and 2025. January, February and March saw an increase in movements in Q1 of 2025 vs 2024.

Figure 28 (top middle) shows monthly runway usage % for 2024. The average split (dotted line) is also shown. For 2025 YTD the average split is 52% R15 and 48% R33.

Figure 29 (bottom left) shows quarterly runway usage over a 5-year period. Over Q1 of 2025 the average runway split is 51% R15 and 49% R33. The number of Air Traffic Movements (ATMs) by runway for the 1st Qtr 2025 was 10,085 ATMs on Runway 15 and 9,833 ATMs on Runway 33.

The table to the left shows airline noise performance for the top 20 airlines by total ATMs. Airlines are ranked by the number of movements for Q2 2024. The ranking within each metric is also presented. The methodology used to calculate the two metrics that form the airline noise performance table are described below. In order to drive continuous improvement and to help showcase airline performance in relation to noise, this table has been developed and is presented to airlines on a quarterly basis through the Operation Pathfinder programme. In collaboration with airlines, we have identified operational metrics which are being monitored and reported against. These metrics will develop over time in collaboration with the airlines. Please note, from Q3 2023 our track keeping target has been increased from 97% to 99%.

Continuous Descent Approaches (CDA) and Track Keeping (TK) are operational metrics. Airlines with more than ten movements per week during Q3 2023 are included in the ranking. Airlines with CDA or Track Keeping performance in green have met our CDA (96%) and Track Keeping (99%) targets. Airlines with CDA or Track Keeping performance in the red or amber range will be considered as a priority for engagement and we will work with them to improve their operational performance.

Continuous Descent Approaches (CDA) Performance is the first operational metric in the airline noise performance table and relates to the vertical profiles flown during arrival. CDA performance is equal to the proportion of arrivals that meet the criteria for CDA, i.e., no level segment longer than 2.5 nautical miles below the altitude of 7,000ft. Continuous descent approaches reduce the noise impact because they require significantly less engine thrust, which leads to reduced emissions of air pollutants and noise, with the aircraft staying higher for longer. Airport-wide CDA performance will also be presented separately in this report.

RAG definition: **Green ≥ 96%**, **96% < Amber ≤ 85%**, **Red < 85%**

Track Keeping (TK) Performance Track keeping performance is the second operational metric in the airline noise performance table and applies to the lateral departure track. All departures are required to stay within the Noise Preferential Rules (NPRs). Assigned to take departing aircraft over the least populated areas. Track keeping performance is equal to the proportion of departures that stay within the NPRs until they reach the required altitude of 3,000ft or 4,000ft depending on the route. Airport-wide Track keeping performance is also presented separately in this report.

RAG definition: **Green ≥ 99%**, **99% < Amber ≤ 95%**, **Red < 95%**





Arrivals Performance + Helicopters

Continuous Descent Approaches (CDA)



Figure 31: CDA Compliance

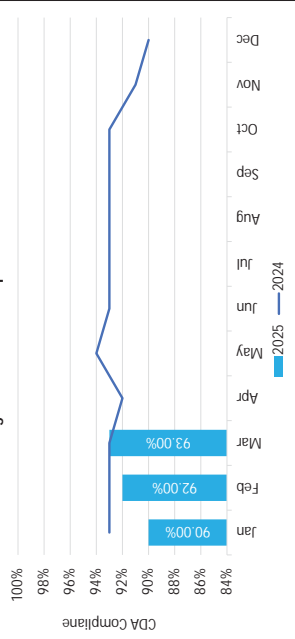


Figure 32: CDA Compliance by Runway

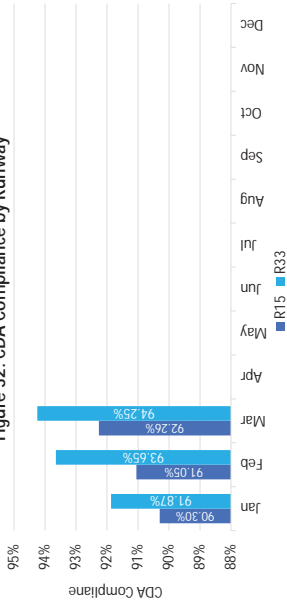


Figure 33: Quarterly CDA Performance

Aircraft operate a Continuous Descent Approach (CDA) staying higher for longer, by descending at a continuous rate. CDAs require less engine thrust, reducing air pollutant and noise emissions. CDA compliance in Q1 2025 saw an increase month on month Figure 31 (left). The Sustainability Team continues engage with airlines through the Operation Pathfinder Forum to drive improvement in both arrivals and departure performance.

Figure 32 (bottom-centre) provides a breakdown of CDA performance by Runway for 2025. Runway 33 arrivals had a higher degree of compliance than that of Runway 15 arrivals in January, February and March 2025

Figure 33 (bottom-right) shows CDA performance by quarter dating back to the fourth quarter of 2019. There was an increase in compliance over the 1st Quarter of 2025 compared with 4th Quarter of 2024.

Helicopter Movements

Although helicopters have no set routes that they are required to follow, in recognition of the community sensitivity around helicopter noise BAL has implemented a noise abatement policy for helicopter operations. This policy states that 'Helicopters should, except in the case of an emergency, avoid overflying the noise sensitive area at less than 500 feet AAL (Above Aerodrome Level). This area extends between 230° and 290° from the Western end of stand 506, to a distance of 0.5 NM and covers the area of Elmdon and parts of Sheldon. Helicopters are also required to abide by the low flying rules, which require the helicopter to operate at a minimum height of 500 feet for rural areas and 1500 feet for built up areas. Exceptions to low flying rules do apply, including upon landing or take-off, utility network surveys and police helicopter movements.

Figure 34 shows quarterly helicopter movements since the fourth quarter of 2021, with a breakdown of the split between those within the night period (23:30-06:00) and those within the daytime (06:00-23:30). The second quarter of 2023 saw the highest number of helicopter operations with 304 in the day and 118 at night.

Figure 35 shows a breakdown of Quarter 1 2025 helicopter movements by category. Police helicopters accounted for the largest proportion of movements with 59% of all helicopter operations.

The below table shows a summary of total helicopter ATM's by category and calendar year, from 2019 to 2024 YTD. Data shows that from 2019 to 2022 the most notable increase (98%) is in police helicopter operations. The Birmingham National Police Air Service (NPAS) have commented that 'Each flight conducted is due to an operational policing need to support and assist the public to combat crime or assist with saving life in finding vulnerable people. Members of the Police Helicopter Unit are indeed mindful that their operations can have an impact on local communities'. Police helicopter movements

Operation Category	2020	2021	2022	2023	2024	2025
Air Ambulance	2	2	1	5	22	67
Military	1	2	12	2	2	0
Training & Engineering	4	6	8	5	0	2
Search & Rescue	0	0	6	22	6	0
Displays and Events	0	1	3	4	4	2
Pipeline Surveying	11	5	12	24	14	0
Police	685	774	1158	863	400	128
Private Charter	2	15	18	28	55	0
Private Owner	151	259	254	266	209	17
Total	886	1064	1472	1239	712	216

Figure 34: Quarterly Helicopter Movements

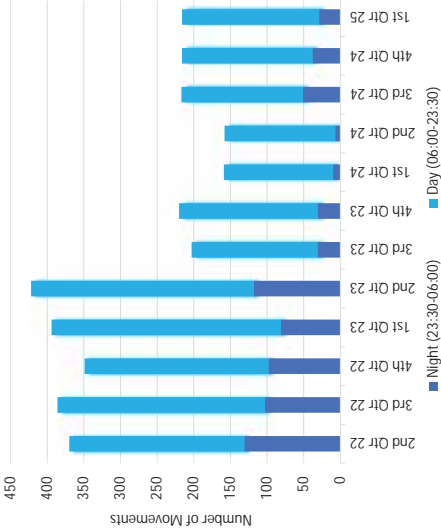
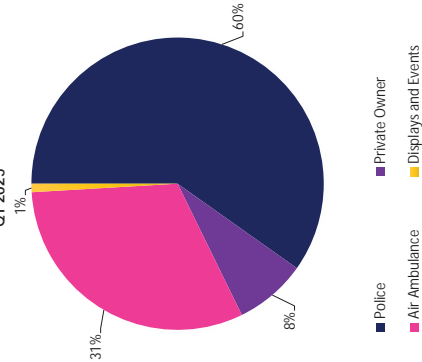


Figure 35: Helicopters by Operation Category Q1 2025



Night Flying

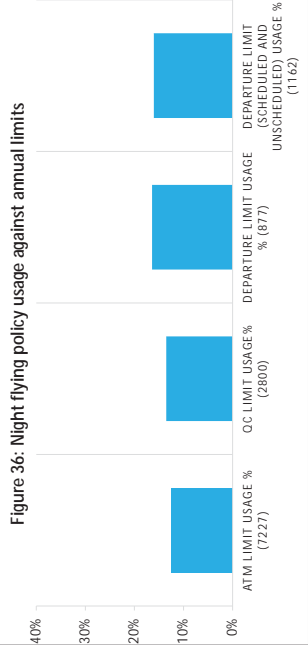
Night Air Transport Movements

Birmingham Airport is a 24-hour operation and has been for many years. We recognise the sensitivity of night noise and have a Night Flying Policy which is amongst the most stringent of any UK airport. It restricts the type and number of operations that are permitted during the Night Flying Period (23:30 - 06:00).

The current Night Flying Policy year runs from 27th October 2024 to 26th October 2025 (inclusive).

The three key limiting mechanisms through which the Night Flying Policy serves to mitigate aircraft noise at night are an Air Transport Limit, a Quota Count Limit and an 877 Departure Cap. These are outlined in the three columns below. **Figure 36** (centre) shows the Night Flying Year to date usage of these limits. The new Night Flying Policy instates an additional departure limit of 1161 which accounts for both scheduled and unscheduled movements between 2330-0500.

The table (right) breaks down performance by month for each of the last four night flying years with the corresponding total Air Transport Movement and Quota Count values for that year shown in bold.

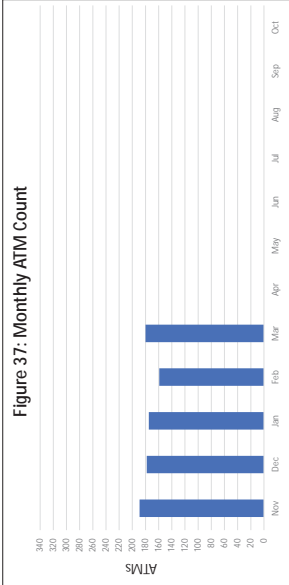


Date Range	2021/22 ATM's	QC	2022/23 ATM's	QC	2023/24 ATM's	QC	2024/25 ATM's	QC
November	115	38.5	103	38.5	156	56.75	189	82.75
December	145	35.125	136	39.125	143	45.125	204	86.3
January	157	31.875	121	38.375	152	58.5	175	73.75
February	160	50	131	38.625	129	45.75	199	65.375
March	206	65	205	63.5	176	24.375	180	71.25
April	306	122	389	150.75	416	193.625		
May	586	226.75	591	221	621	290.75		
June	765	301.875	766	271	812	365.875		
July	831	326.375	843	300.625	898	411.5		
August	771	298	837	333.5	904	396.125		
September	725	229.625	790	330	850	368		
October	595	226.875	534	210.75	562	237.5		
Totals	<b>5382</b>	<b>1952</b>	<b>5446</b>	<b>2033.75</b>	<b>5819</b>	<b>2493.875</b>	<b>907</b>	<b>379.425</b>
Limit	5505	4000	5505	4000	5171	4000	7227	2800
Exemptions	341	-	430	-	311	-	39	-

ATM Limit

Birmingham Airport operates a night-time Air Transport Movement (ATM) limit equivalent to 7.6% of the total annual ATM figure (day and night). The 2024-2025 Night Flying Year, running from 27th October 2024 to the 26th October 2025 (inclusive), has an indicative ATM limit of 7,227

**Figure 37** provides a monthly breakdown for the Night Flying Year to date of the ATM count.



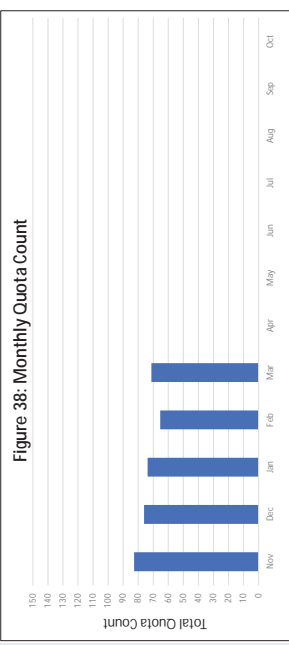
Quota Count Limit

Quota Counting is a method used by the UK Civil Aviation Authority (CAA) to limit the noise impact of aircraft at airports across the UK.

The Quota Count (QC) system assigns a points rating to each aircraft based on its noise certification. The total QC for an airport is the sum of the QC ratings for all aircraft arrivals and departures. The QC rating is based on the aircraft's certified noise level, which is measured in effective perceived noise decibels (EPNdB). The EPNdB bands are grouped for QC purposes, with successive classifications increasing by multiples of two. For example, a QC/1 aircraft has twice the impact of a QC/0.5 aircraft.

Birmingham Airport does not allow any aircraft with a QC greater than 1 to be scheduled to operate between 2330-0600 (local) hours.

The quota limit during the Night Period is 4,000. **Figure 38** provides a monthly breakdown for the



Departure Cap

No more than 877 aircraft can be scheduled to depart between 2330 to 0500 (local) from Birmingham Airport. No more than 1162 aircraft can depart between 2330 to 0500 (local) from Birmingham Airport.

**Figure 39** shows a monthly breakdown for the Night Flying Year to date of the ATM count.

