

BIRMINGHAM AIRPORT CONSULTATIVE COMMITTEE
Thursday 4 September 2025
AGENDA

1. WELCOMES, INTRODUCTIONS AND APOLOGIES

2. MINUTES OF THE PREVIOUS MEETING AND MATTERS ARISING (Pages 5 - 18)

To approve the Minutes of the last meeting held on 5 June 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. AIRPORT ACTIVITIES REPORT (Pages 19 - 26)

To consider the Airport Activities Report for the period April to June 2025.

5. SUSTAINABILITY REPORT (Pages 27 - 42)

To consider the Sustainability Report for the period April to June 2025.

6. NOISE SUB-GROUP - VERBAL REPORT AND UPDATE

The Airport Company will provide an update on the work of the Noise Sub-Group.

7. HEALTH & WELLBEING FORUM - VERBAL REPORT AND UPDATE

The Airport Company will provide an update on the work of the Health & Wellbeing Forum.

8. PRE-SUBMITTED QUESTIONS AND MATTERS ARISING

To receive pre-submitted questions from Members of the Committee and consider any matters arising.

9. AIRSPACE MODERNISATION & DRONE MANAGEMENT - VERBAL UPDATE

The Airport Company will provide a verbal report and update to the Committee on the topic of Airspace Modernisation & Drone Management.

10. CORPORATE CHARITY - VERBAL UPDATE

The Airport Company will provide a verbal report and update to the Committee on topic of BAL's Partnership with the Birmingham Children's Hospital Charity.

11. **COMMITTEE MEMBERSHIP REVIEW - VERBAL UPDATE**

The Chairman will provide a verbal update on the review of the Committee's Membership and a proposal to convene a Working Group to aid the review.

12. **ANY OTHER BUSINESS**

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

13. **DATES FOR FUTURE MEETINGS**

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

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.

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5 JUNE 2025 AT 1.30 PM

MINUTES

Present: Mr Colin Flack OBE – Chairman

In attendance from Birmingham Airport Company:

Al Titterington	-	Terminal Operations Director
Andy Holding	-	Corporate Responsibility Manager
Sam Parkes	-	Sustainability Assistant
Nikki Bains	-	Head of Planning, Transport & Strategy
Tom Denton	-	Head of Sustainability
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
Birmingham City Council	-	Cllr T Huxtable
Catherine de Barnes Residents Association	-	Mr D Cuthbert
Consumers Association	-	Mr T Baker
Hampton in Arden Parish Council	-	Cllr D Sandells
Knowle Society	-	Mrs E Baker
North Warwickshire Area Committee of Parish Councils	-	Cllr R Habgood
North Warwickshire Borough Council	-	Cllr S Smith
Sandwell Metropolitan Borough Council	-	Cllr P Moore
Solihull Metropolitan Borough Council	-	Cllr A Rolf
Tile Cross Residents Neighbourhood Forum	-	Mr P Kelsey
Passengers Representative (and Vice-Chair)	-	Mrs R Tyler
Warwick District Council	-	Cllr K Aizlewood

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Wolverhampton City Council	- Cllr M Jaspal
Wychwood Club	- Mr G Heaps

Apologies were received on behalf of: -

Airport Company	- Mr N Barton
Airport Company	- Mr S Richards
Birmingham City Council	- Cllr Z Choudhry
Chelmsley Wood Town Council	- Cllr S MacDonald
Fordbridge Town Council	- Cllr D Cole
Hampton Society	- Mrs J Hilton
Kingshurst Parish Council	- Cllr D Cole
Sheldon Residents Association	- Mrs M Kennett
Solihull Metropolitan Borough Council	- Amanda Clover
Solihull Metropolitan Borough Council	- Cllr D Cole
Walsall Metropolitan Borough Council	- Cllr P Kaur

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, held on 13 March 2025, were submitted. There were no matters arising.

RESOLVED

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

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:

- UK Airspace Design Service (UKADS) – the government had confirmed that it will establish the UK Airspace Design Service - "a single guiding mind to coordinate and sponsor future airspace changes".
<https://www.gov.uk/government/consultations/creating-a-uk-airspace-design-service-ukads>

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- (UKACCs) Guidelines for ACC's – imminent publication of a national set of (own) guidelines to support the work of individual ACC's.
- Membership – a renewed commitment that a general review of the coverage of the ACC membership would be undertaken over the next few months, in consultation with the Steering Group, to identify where gaps might exist and representation might need to be strengthened. Members were invited to feed any views into that process, directly to the Chairman, or via the Secretary or the Airport Company.

RESOLVED

- (i) That, the Chairman's quarterly update be received and noted; and
- (ii) That, the (UKACCs) Guidelines for ACC's be circulated to the Committee when available.

4. ADDITIONAL REPRESENTATION FROM NORTH WARWICKSHIRE – VERBAL REPORT

The Committee was invited to consider additional representation on the Committee for communities in North Warwickshire. Cllr R Habgood, representing North Warwickshire Area Committee of Parish Councils, introduced the agenda item highlighting that the geographical area was poorly represented on the Committee at present. Following the last meeting, Cllr Habgood had identified other potential representatives to strengthen the membership from North Warwickshire, either via co-option or full membership, and asked for this to be considered in the Committee's forthcoming membership coverage review.

Discussion Points

Passengers Representative (and Vice-Chair) (Mrs R Tyler) – highlighted to the Committee that the shortfall in representation from communities at the north of the airport had been clearly apparent during the recent work of the Committee's Noise Sub-Group. Whilst the Sub-Group had a holistic approach to all affected communities, greater representation from those areas would bring forward more local knowledge and give greater transparency.

Catherine de Barnes Residents Association (Mr D Cuthbert) – sought historical background as to how the current membership of the Committee had been formulated and what the qualification for membership had been to date. The Chairman advised that the Committee's current Constitution did not specify that level of detail, albeit the forthcoming review could examine that question in more detail.

Birmingham City Council (Cllr T Huxtable) – advised how Birmingham City Council determined the allocation of their three seats on the Committee (proportionate allocation based on political composition). All three current Members from Birmingham City Council represented wards geographically located in the east of the city.

Knowle Society (Mrs E Baker) – recalled that historically, membership qualifications were based on the heights that communities were overflowed, e.g. those most likely to be affected by aircraft movements and noise.

Catherine de Barnes Residents Association (Mr D Cuthbert) – highlighted the changing political landscape, nationally, and asked how that would be taken into account (giving Birmingham City Council's three seats as an example). Cllr T Huxtable reiterated that membership appointments from (all) local authorities were a proportionate allocation based on the political composition of each local authority. That approach was also confirmed as being correct by the Secretary.

The Chairman – advised the Committee that any decisions would be taken later in the year and welcomed the views of the ACC now on what the direction of travel should be in terms of strengthening membership coverage, particularly representation from the north of the airport and larger geographical areas presently represented by one individual.

RESOLVED

- (i) That, the Committee supports a membership coverage review in consultation with the Committee's Steering Group;
- (ii) That, all Members be invited to feed any views into that process, directly to the Chairman, or via the Secretary or the Airport Company; and
- (iii) That, a further agenda item be considered at a future meeting to consider the findings of the review.

5. AIRPORT ACTIVITIES REPORT

The Airport Company (Al Titterington) - presented the Airport Activities report for the period January to March 2025. The report set out 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.

Specific Updates

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

- Just over 13M passenger movements had been recorded in the financial year 2024/25.
- The Airport's Net-Promoter Score (a customer loyalty metric) for the year was 22 which represented a good level of customer service. The overall customer satisfaction score for the year was 71%, which was encouraging given the operational challenges seen at the beginning of 2024/25.
- 13.9M passenger movements had been forecast in the financial year 2025/26.
- Growth with some low-cost operators had been encouraging, particularly EasyJet, Ryanair and Jet2; all of which had increased the number of aircraft based at Birmingham.
- Lessons learnt from last summer had informed "operational readiness" for summer 2025.
- Two additional security lanes had been constructed to give added capacity and resilience (giving a total of 9 security lanes).
- New investment into the outbound baggage facility would bolster on-time performance and give added resilience for future growth.

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- Upgrades to UK Border Force had doubled the capacity of the queuing space and the primary control points (south terminal).
- Assisted Travel had presented some recent issues arising from a change in contract provider, although measures were in place to manage and resolve this.
- Some lengthy queues at check-in had been seen at busy times of the day with some operators. Again, measures were in place to manage and resolve this.
- The level of UK Border Force resource needed for Summer 2025 was in place.
- A record level of investment had been signed off by the Airport Board which amounted to £76.5M during 2025/26 for terminal, airside and operational improvements.
- By the end of June 2025, it was expected that the DfT rule, limiting liquids to 100ml within hand luggage, would be lifted.
- Some (security) scanning anomalies with certain objects and items still existed, triggering secondary bag searches, although it was envisaged that this would lessen over time.

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

- Solihull MBC HS2 Implementation Advisory Group – the Airport Company had been invited to a recent meeting to discuss matters regarding connectivity between the Airport and HS2.
- Mell Square Development (Solihull Town Centre) – consultation (aerodrome safeguarding assessment) from Solihull MBC regarding a major regeneration project which included a 14m high structure.
- Solihull MBC Planning Committee at its meeting held on 21 May 2025, had agreed its terms of reference and composition for its Planning Sub-Committee (Night Flying Policy).

Discussion Points

Balsall Parish Council (Cllr K Tindall) – sought further detail on the examples of items given that triggered scanning anomalies and asked how this was being managed. The Airport Company (Al Titterington) advised that it was expected that software refinements to the security scanners would be made by the manufacturer during the course of the next 12 months, highlighting the re-testing and re-approval processes that would need to be undertaken.

Consumers Association (Mr T Baker) – asked if there was any advice that could be given to passengers ahead of travelling to lessen the impact of the scanning anomalies. The Airport Company (Al Titterington) advised that the examples given (verbally) were just some of the common items and objects known. The full list of items was quite extensive, and it was considered impractical to advise passengers in advance owing to the potential confusion it might cause.

Catherine de Barnes Residents Association (Mr D Cuthbert) – noted from the update that passengers, in some instances, were still arriving too early for flights, adding to terminal congestion at busy periods. Further information was sought on what information those passengers might have been given by their airlines. The Airport Company (Al Titterington) reaffirmed that passengers should be arriving at the airport in line with the advice given by their airlines. However, it had been apparent that some passengers were still arriving too early, potentially a lasting effect of last year's security hall challenges.

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Hampton in Arden Parish Council (Cllr D Sandells) – sought clarification on what had been discussed at the Solihull MBC HS2 Implementation Advisory Group. The Airport Company (Nikki Bains) confirmed this to be the Automated People Mover (APM) stop at the Airport itself, rather than the APM route in its entirety. Cllr Sandells also highlighted from the Solihull MBC Planning Sub-Committee Terms of Reference, that minutes would not be produced and, if interpreted correctly, this was disappointing and of concern in view of ongoing transparency. The Airport Company (Nikki Bains) advised that this would be raised at the next meeting of that Sub-Committee at which the Airport Company would be represented. Cllr Sandells also highlighted that Solihull MBC Planning Committee, at its meeting on 8 January 2025, had given a commitment to provide better transparency when establishing its Sub-Committee.

Catherine de Barnes Residents Association (Mr D Cuthbert) – echoed the concerns raised by Cllr D Sandells regarding the need for minutes to be produced by the Solihull MBC Planning Sub-Committee (or at the very least, a summary of the business transacted, to be publicly available). Mr Cuthbert also highlighted the importance of the linkages between that Sub-Committee, the ACC and the ACC Noise Sub-Group. The Airport Company (Nikki Bains) advised that the request had been made but no response was received. This would be followed up again at the next Planning Sub-Committee meeting due to be held on 11 June 2025, at which 3 representatives from the Airport Company would be in attendance.

Solihull Metropolitan Borough Council (Cllr A Rolf) – highlighted that she had previously specifically requested that the business considered at each meeting of the Solihull MBC Planning Sub-Committee should be directly fed back to the ACC to ensure transparency (particularly important for residents and affected communities). Cllr Rolf also considered that a member representative from the ACC ought to be invited to the Planning Sub-Committee to strengthen that line of communication. A summary of the Planning Committee Chairman's closing remarks from the meeting held on 8 January 2025, was also read out to the ACC for information and completeness.

Barston Parish Council (Mr D Elliott) – concurred with the points highlighted by Cllr Rolf and expressed his concerns at the proceedings and outcomes of the Solihull MBC Planning Committee that had been held on 8 January 2025.

North Warwickshire Area Committee of Parish Councils (Cllr R Habgood) – echoed the concerns highlighted by the previous speakers and reaffirmed the importance of transparency and strong linkages to aid communication between Solihull MBC, the Airport Company and the ACC.

Wolverhampton City Council (Cllr M Jaspal) – agreed with all the sentiments and concerns expressed previously by all speakers and highlighted the importance of honesty and transparency, particularly with issues that affected local communities.

Bickenhill & Marston Green Parish Council (Cllr M Kay) – stated that in his view, the proposal from Solihull MBC Planning Committee to establish a Sub-Committee had been poorly thought through ahead of its deliberations on 8 January 2025, and having regard to its Terms of Reference only now being agreed four months later. Cllr Kay was of the view that Solihull MBC should have considered a draft Terms of Reference much earlier (and potentially at its January meeting) to allow full and proper consideration to have been given to the proposal to establish a Sub-Committee. Cllr Kay fully agreed that ACC representation (or at the very least, some mechanism for input) needed to be included in the Solihull MBC Planning Sub-Committee.

Passengers Representative (and Vice-Chair) (Mrs R Tyler) – agreed with all comments made by previous speakers and recalled previous dialogues with representatives of Solihull MBC which encompassed all the concerns aired at this meeting. Mrs Tyler also highlighted that the Planning Officer report, submitted to Planning Committee for consideration, did not fully reflect those concerns in her view.

The Chairman – noted all the areas of concern that had been voiced and advised that, as matters were still at an early stage, there may still be an opportunity to address the concerns going forwards. Consideration would be given as to the best way to approach this. The Chairman also highlighted that it could be unwise for the Solihull MBC Planning Sub-Committee not to engage with the ACC given the significant expertise and local knowledge from within the current ACC membership.

[Post meeting note: the Planning Sub-Committee Terms of Reference, as approved by Solihull MBC Planning Committee on 21 May 2025, state *“As the Sub Committee is not expected to make formal decisions it will not be supported by (Solihull MBC) Democratic Services. Instead, the Planning Design and Engagement Service area will provide administrative support for the Sub Committee. This will ensure: The preparation of appropriate agendas circulated a week before the meeting. **The recording of appropriate notes and actions. The maintenance of an ‘action tracker’ as appropriate. The setting of meeting dates and sharing of invites for necessary attendees. The management of appropriate room bookings. The notes and actions from each meeting will be provided to (Solihull MBC) Democratic Services to be published in the next available Planning Committee Agenda. This will be an additional Agenda item to be considered in the same context as the existing items on Appeals and Delegated Decisions.”***

RESOLVED

- (i) That, the contents of the Airport Activities Report for the period January to March 2025, be welcomed, received and noted; and
- (ii) That, the Airport Company, raise at the next meeting of the Solihull MBC Planning Sub-Committee due to be held on 11 June 2025, all matters of concern noted above regarding better communication links and appropriate member representation to strengthen openness and transparency, going forwards.

6. SUSTAINABILITY REPORT (INCLUDING COMMUNITY NOISE REPORT)

The Airport Company (Andy Harrington) presented the Sustainability Report for the period January to March 2025. 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 Environment Agency served a Regulation 61 Notice (under the Environmental Permitting (England and Wales) Regulations 2016) on all airports, which requires them 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) were commonly known as ‘forever chemicals’, as they did not break down in the environment). Airports are a known source of PFAS from historical use of Fire-fighting foam which had been used at various points in time across the site, 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, could mean PFAS presence today.

The outcomes of the survey and subsequent monitoring programme were detailed within the report.

Discussion Points

Hampton in Arden Parish Council (Cllr D Sandells) – sought clarification of PFAS being detected in the soil rather than the ground surface and asked if would core samples be required as part of future monitoring. The Airport Company (Andy Harrington and Tom Denton) advised that core samples had previously been taken in the vicinity of the Fire Training Ground (circa 2023). Further investigations were now being undertaken to determine how (and if) PFAS were moving around the Airport site into other adjacent areas such as watercourses and adjoining soils etc. Past test results were being considered as part of the current review process to enable a much broader viewpoint to be examined.

Wolverhampton City Council (Cllr M Jaspal) – asked if the reported PFAS issues featured on the Airport Company's Risk Register. The Airport Company (Tom Denton) confirmed that it was.

RESOLVED

That, the contents of the Sustainability Report for the period January to March 2025, be welcomed, received and noted.

7. NOISE SUB-GROUP – VERBAL REPORT AND UPDATE

The Airport Company (Tom Denton) provided a detailed update on the recent positive work of the Noise Sub-Group. The Sub-Group had now agreed on some future actions and ideas to help improve monitoring and data generation, going forwards, and also some mitigation measures to explore as part of the Night Flying Policy (Review) around reducing the departure noise level, together with daytime noise limits. Agreement had also been reached to examine the feasibility of “quiet” periods within the nighttime period. In the wider context, comparisons with other Airports would be drawn to inform Birmingham Airports Night Flying Policy, going forwards (particularly night noise limits and mitigation).

The Chairman – highlighted that one of the topics that would be addressed at the next (Noise Sub-Group) meeting would be the reporting mechanism back to the ACC to ensure openness and transparency with the full Committee.

Discussion Points

There was no other discussion on this item.

RESOLVED

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

8. HEALTH & WELLBEING FORUM - VERBAL REPORT AND UPDATE

The Airport Company (Andy Holding) – provided a detailed update on the recent work of the Health & Wellbeing Forum. This update included a PowerPoint presentation to give an overview of the Action Plan progress update and its associated pathways and timescales:

- Pathway 1 – Employment, Education and Social Capital.
- Pathway 2 – Air Quality & Noise.
- Pathway 3 – Health & Wellbeing.

Meetings of the Forum were also synchronised with the calendar of meetings for the ACC and were normally held a few days ahead of each ACC. Officer representation from

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Birmingham City Council was still being sought at the present time (for noise and air quality matters in particular).

Discussion Points

Passengers Representative (and Vice-Chair) (Mrs R Tyler) – reiterated the effects of noise on health and recalled that the Forum had agreed to keep under review current literature that informed that topic. Mrs Tyler also recalled her attendance at a noise workshop that had been held in 2024 at the University of Leicester (covering rail, road and air). Mrs Tyler had recently approached the speaker again for a current update on the workshop study and this was now awaited. The CAA had also now published a six-month update on aircraft noise and health effects (CAP 3087). It was agreed that a link to this publication would be circulated after the meeting. <https://www.caa.co.uk/publication/download/25077>

The Forum had also discussed:

- the topic of PFAS (as noted in the preamble to the Sustainability Report at Minute No. 6 above).
- air quality monitoring in Solihull and a new air quality low-cost sensor network that has been deployed across the West Midlands region.

Solihull MBC (Amanda Clover) had been invited to bring a presentation to the ACC on that as it was envisaged that (all) Members would find it interesting and informative. It was hoped this could be presented at one of the two remaining 2025 ACC meetings.

Solihull Metropolitan Borough Council (Cllr A Rolf) – suggested that a specific reference to care leavers should be included in Pathway 1 - Employment, Education and Social Capital. The Airport Company (Andy Holding) advised the Committee of several initiatives that the Airport Company had already set up to support care leavers to develop skills to help future employment and apply for roles at the Airport.

RESOLVED

- (i) That, the update on the recent work of the Health & Wellbeing Forum, be welcomed, received and noted.;
- (ii) That, the progress on the Forum's Action Plan be welcomed; and
- (iii) That, a presentation on Environmental Monitoring be included on the agenda of the next ACC meeting in September.

9. DEVELOPMENT OF A NEW SUSTAINABILITY STRATEGY – VERBAL REPORT

The Airport Company (Tom Denton and Andy Harrington) provided a detailed update and presentation that outlined the development (and future publication) of a new Sustainability Strategy to replace the existing Strategy which would expire this year.

The new Strategy would be an evolution of the current document and was intended to cover the next 5-year period, taking account of the changing sustainability landscape. A further update would be provided to a future meeting as the development of the new Strategy progressed.

Discussion Points

Wolverhampton City Council (Cllr M Jaspal) – welcomed the report and highlighted the importance of the “360 degree” approach to the development of the new Strategy, encompassing suppliers, concessions, stakeholders, and new legislation.

RESOLVED

That, the development of a new Sustainability Strategy be noted and welcomed.

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

The following pre-submitted question was submitted:

Catherine de Barnes Residents Association (Mr D Cuthbert) –

Question 1:

“Passenger experience (page 4 of 8) – what do the “45” numbers on the bar chart represent - particularly 45444?”

Answer:

“This is a formatting error, where Excel has transposed the ‘month’ labels - April 24. May 24 etc – into five-digit numbers beginning with 45 and which we’ve not picked up. Apologies for the error which we’ll endeavour to correct for next time.”

Question 2:

“CRM Summary - ‘We received 670 complaints, with Security (118), General Airport concerns (79), Assisted Travel (46), Express Lane (45) and Baggage (23) being the top issues.’ These represent less than half the number of complaints - what other areas? toilet? cleanliness? which figures elsewhere in the report.”

Answer:

“The top issues are the main areas which can be identified. There aren’t any other significant trends, with other concerns being across a wide range of subjects which might feature a handful of times.”

Question 3:

“Page 28 - section 2.1 – bar chart ATM/Quota count Dec 24 ATM’s are recorded as under 200 whereas the data in section 2.2 shows the number to be 204 - i.e. over 200?”

Answer:

“There seems to have been an issue with the graph formatting as it has been sent – we will rectify this.”

Question 4:

“Page 30 particulate matter - what is likely to be causing the significant increase over previous years? - nearly double?”

Answer:

“This is not, of course, a full year’s data yet and the PM2.5 levels are an annual objective but we are tracking it to see what trends we see.

Often, we see a higher level in winter/spring (more fires etc) also PM2.5 tends to travel further from the original source, so may not necessarily be related to airport activity.

We have seen elevated levels in previous years also at some points in the year.

Some sources are open fires, agricultural (nitrates from fertiliser).

We expect it will average out over the year, as it has done in previous years, but we will continue to monitor the yearly average during the current year.”

Question 5:

"Page 34 - waste - what types of waste are covered under the largest category 'general' as most types of waste are covered specifically on the table?"

Answer:

"This will typically be waste that is unsuitable for re-use or recycling (this might include things like contaminated cardboard (pizza boxes, food trays), used paper coffee cups (plastic liners), plastic wrapping, waste that is contaminated with food for example - so part empty food trays, recyclable wastes that have been contaminated with food) and so on. It might also include wastes from airside such as maintenance parts (for example conveyor belts).

Note that none of this waste goes to landfill; it all goes to energy recovery – but we are working with our offices and concessions at the moment to drive waste segregation even higher to minimise this type of contamination to allow more recycling. Our recycling rates (>75%) are good, but we can improve them – staff from Heathrow are visiting next week to see how we achieve the rates we do."

Question 6:

"Page 35 - what do the initials ACI and PDR stand for please? What is scope 3?"

Answer:

"ACI is the Airports Council International – trade body.

PDR - Performance Development Review – employee annual performance and objective setting process.

Apologies for the three letter acronyms.

Scope 3 emissions are those which are outside the Airport Company's direct control – most notably emissions from aircraft operating from Birmingham."

Question 7:

"Departure performance-track keeping violations – when is the 17/3 o/s fine expected to be paid – what happens if it's not paid?"

Answer:

"We expect this to be paid in the coming weeks. There is a time lag between the identification of the violation and the issuing of the corresponding fine. We have to build up a case in effect, with evidence and we work with ATC to understand exactly what happened. In this specific instance we had to issue the fine to the handling agent, who then passed it on to the corresponding airline.

Both noise and track keeping violation mechanisms are included within our Fees and Charges document. A failure to pay would directly breach this contractual agreement."

Question 8:

"Noise violation fines – when would you expect those o/s to be paid – what are Ryanair doing so differently to breach the noise limit?"

Answer:

"Again, we expect this to be paid in the coming weeks following the aforementioned lag time. We have ongoing open dialogue with Ryanair on this issue; we sat down with their base captain and exchanged data specific to these movements, examining them in the context of all Ryanair departures during this timeslot.

We were unable to locate a specific reason as to why each of these movements breached the limit, while others operating around the same time slot on different days did not. In these conversations, Ryanair proposed trialling a different departure procedure from 0530. This is now in place, and we are gathering data to understand how departure performance changes

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with this new procedure. To date there have been no further noise violations incurred by Ryanair and we are keeping a close eye on their departures during this period."

Question 9:

"Persistent complainants – where are the 3 located?"

Answer:

"Balsall Common, Warwick and Castle Bromwich."

Question 10:

"Night Flying page 6 of 6 – Last sentence in Quota Count Limit section 'The quota limit during the Night Period is 4,000.' Should 4000 not read 2800?"

Answer:

"Yes, this is an error and will be corrected prior to publishing this Community Noise Report on the Website."

Barston Parish Council (Mr D Elliott) -

Question 1:

"I have recently seen a comment in the Birmingham Mail (28/29 May) about night noise.

Could you please request that Nikki Bains, as she is quoted, explains how, with an expected, in excess of 50%, increase in night flights in the summer this will result in a decrease in levels of night noise? I assume that as this is based on a noise consultants' report we could see some of the detail on which the statement was based, and the name of the consultants involved?"

Answer:

"This refers to the statement Nikki made at the planning meeting earlier this year and conclusions reached by our noise consultant in their assessment report. This is not a new quote, but something that has been repeated in the media linked to the establishment of the planning subcommittee.

The noise consultant's report is in the public domain as it was submitted, with all the other documents submitted to SMBC on their website, there was also a previous ACC presentation covering these points."

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.

11. ANY OTHER BUSINESS

Solihull Metropolitan Borough Council (Cllr A Rolf) – Air Quality – Particulate Matter (PM10) – sought clarification if HS2 had been factored into the reported quarterly data owing to dust emanating from the construction site and the perceived health issues for residents living in those localities. Could exceedances (or near exceedances) that were recorded in the quarterly reports be attributable to that additional factor?

The Airport Company (Nikki Bains) advised that HS2 had Local Environment Impact Plans in place for each site which covered issues such as noise and dust.

BIRMINGHAM AIRPORT - AIRPORT CONSULTATIVE COMMITTEE
5 JUNE 2025 AT 1.30 PM

The Airport Company (Tom Denton) further advised that the Airport Company was planning to engage in a further, second piece of air quality modelling work (this year) that would examine the “point-source” of pollutants. This would help identify those pollutants that originated from airport operations and those that originated from elsewhere. Solihull MBC was also actively undertaking air quality monitoring.

Passengers Representative (and Vice-Chair) (Mrs R Tyler) – reiterated the proposal to receive a presentation at the next meeting on Environmental Monitoring.

RESOLVED

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

12. 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 4 September 2025.
- Thursday 4 December 2025 (AGM).

RESOLVED

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

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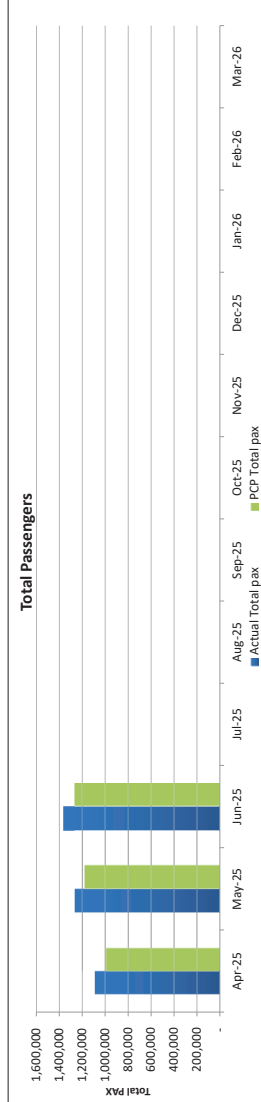
**Airport Consultative
Committee Report
April - June 2025**

Print Report



We sustainably grow revenue

Passengers



Actual 3,715,505 PCP 3,431,649

	Actual	Apr-Jun	PCP	Actual	Variance	%
Departing Pax	1,876,127	1,715,254		160,873		9.4%
Arriving Pax	1,839,378	1,716,395		122,983		7.2%
Total	3,715,505	3,431,649		283,856		8.3%

	Actual	Apr-Jun	PCP	Actual	Variance	%	YTD	PCP	Actual	Variance	%
Long Haul	229,382	219,018		10,364		4.7%	229,382	219,018	10,364		4.7%
Low Cost	2,348,894	2,103,463		245,431		11.7%	2,348,894	2,103,463	245,431		11.7%
Scheduled	614,203	582,936		31,267		5.4%	614,203	582,936	31,267		5.4%
Charter	52,815	526,232		(4,417)		-0.8%	52,815	526,232	(4,417)		-0.8%
Transits	1,211	-		1,211		0.0%	1,211		1,211		0.0%
Total	3,715,505	3,431,649		283,856		8.3%	3,715,505	3,431,649	283,856		8.3%

Another strong quarter for passenger numbers, with each month setting new records and growth of 8.3% overall

Long Haul – A mixed quarter with strong performance from all four carriers in April, but reduced load factors and seat availability thereafter resulting from airspace restrictions, aircraft availability and the impact of the Air India crash in June.

Low Cost – Strong passenger growth, though against budget performance somewhat behind expectations.

Scheduled – A stronger than expected performance by Aer Lingus drove above budget performance for much of the quarter though other carriers, including Brussels Airline and Turkish Airlines performed behind expectations.

Charter – TUI performed above expectations in April, driven by additional movements over the Easter period, though this was partly offset later in the quarter by reduced activity or the use of smaller aircraft on routes such as Izmir, Zakynthos and Paphos.

ATMs

	Actual	Apr-Jun	PCP	Actual	Variance	%	YTD	PCP	Actual	Variance	%
Long Haul	779	780		780	(1)	-0.1%	779	780	(1)		-0.1%
Low Cost	14,437	13,143		1,294		9.8%	14,437	13,143	1,294		9.8%
Scheduled	6,708	6,213		495		8.0%	6,708	6,213	495		8.0%
Charter	2,686	2,844		256		-5.6%	2,686	2,844	(158)		-5.6%
Transits	579	577		2		0.3%	579	577	2		0.3%
Total	25,189	23,557		1,632		6.9%	25,189	23,557	1,632		6.9%

Aviation Development

easyJet has announced a new service to City of Derry Airport, becoming the only carrier operating the route, from 1st September and a new service to Grenoble from 20th December. The airline's fleet at Birmingham has now expanded to five based aircraft.

Jet2 launched a new service to Jerez in May and has announced a brand-new route to Samos for Summer 26. Meanwhile, **Jet2CityBreaks** is expanding its portfolio of city breaks with the inclusion of Murcia, Braga, Geneva and Salzburg.

Ryanair has announced a new twice-weekly service to Lapland-Rovaniemi from 27th October 2025, operating on Mondays and Saturdays.

Wizz Air has announced two new routes; to Sibiu in Romania, operating twice a week from October 28th and to Suceava also in Romania, from 15th December. The airline's inaugural flight to Rome departed on 16th June and will operate three times weekly.

TUI Airways announced a new direct flight to Budapest for summer 2026 to support the TUI River Cruise programme

We engage with the region to stimulate growth

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:

**West Midlands Combined Authority
National Exhibition Centre (NEC) -
National Express**

M42 and HS2 Impact Assessment Group.
Area Liaison Meeting.
New bus route (number 17) to Airport.

SMBC - to discuss:

Ongoing Historic Environment, Ecology and Landscape Management Plan (HEELMP) works.
Impact of HS2 on Birmingham Airport's site, design and connectivity.
(Planning Sub Committee) to discuss current and emerging airport Night Flying Policy.

Transport for West Midlands

To understand long term plans for enhancing connectivity to the Airport.

AirportsUK

Emerging development proposals and planning law and policy changes.

BHX Surface Access Group

Quarterly Airport Surface Access Group discussing new bus routes, model split figures and airport surface access issues.

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

Launch of no.17 bus route

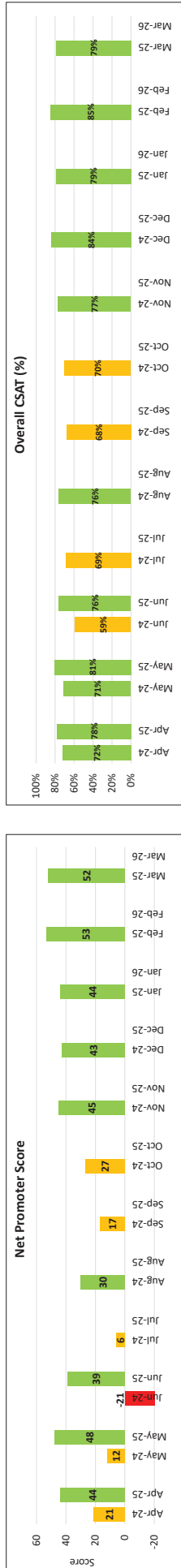
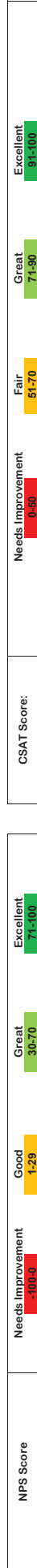
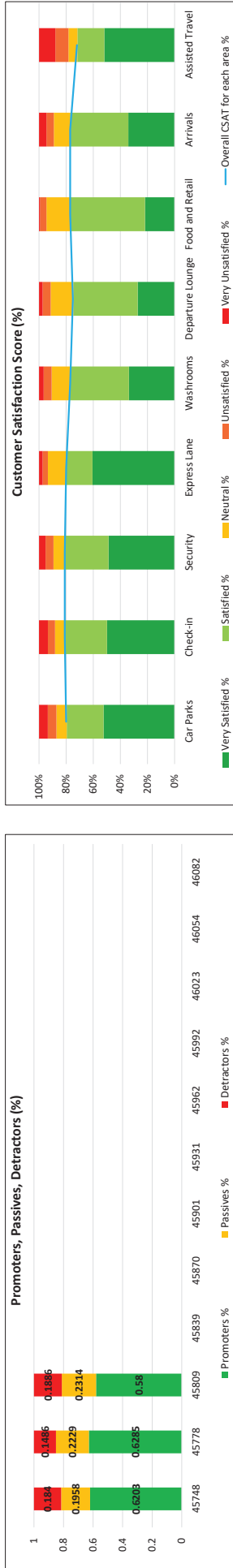
New access off A45 planning application

Master Plan 2026 – 2041

Total Solar Farm application

We optimise passenger experience

Net Promoter Score Actual 44 Target 1-29 Customer Satisfaction Score Actual 78.0% Target 75.0%



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.

We achieved an average Net Promoter Score (NPS) of 44 across the three months, marking another strong quarter for customer experience with encouraging results across both satisfaction and advocacy. Our NPS continues to perform well, exceeding the organisational target of 27. This is a remarkable shift from June 2024, when NPS sat at minus 21. In just 12 months, we've seen a transformational improvement in how passengers feel about their experience with us.

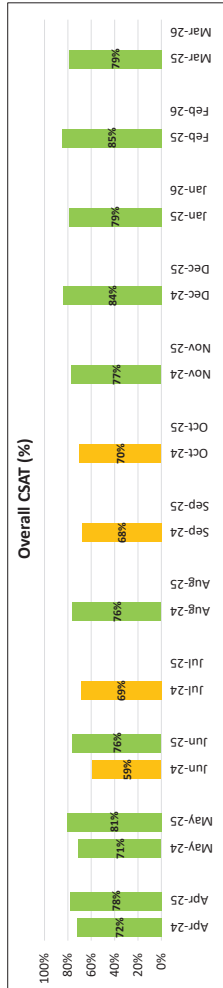
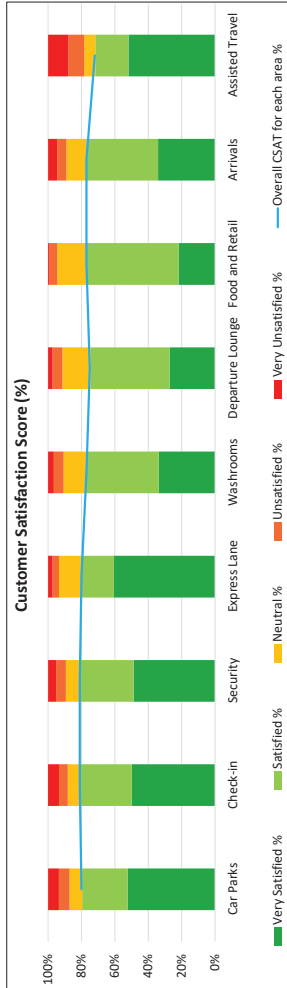
Nonetheless there remains room for improvement. Promoters consistently highlight ease of navigation, friendly and helpful staff, clean facilities, and a varied food and retail offering as key reasons for their positive experience. At the same time, Detractors point to navigation challenges, inconsistent staff interactions, facility standards, and limited food options. In direct response to this feedback, we are a ready taking action:

Wayfinding is being enhanced, with clearer signage and better use of digital tools to help passengers feel confident and informed as they move through the terminal.

Customer service training is underway, with a renewed focus on approachability, visibility, and proactive support.

We're continuing to **upgrade key facilities**, particularly in areas where comfort and cleanliness are critical to the experience.

Our **food and retail offering is being expanded**, bringing in greater variety and improving overall quality to meet rising expectations



The overall CSAT for the quarter averaged 78%, showing a consistently positive experience for the majority of our passengers.

This is a significant uplift from June 2024's CSAT of 59% and is a clear reflection of the investment we've made, not only in the physical infrastructure of our terminal, but also in our people. We are now in a position of operational stability and are delivering a more consistent and reliable service, which our customers are noticing.

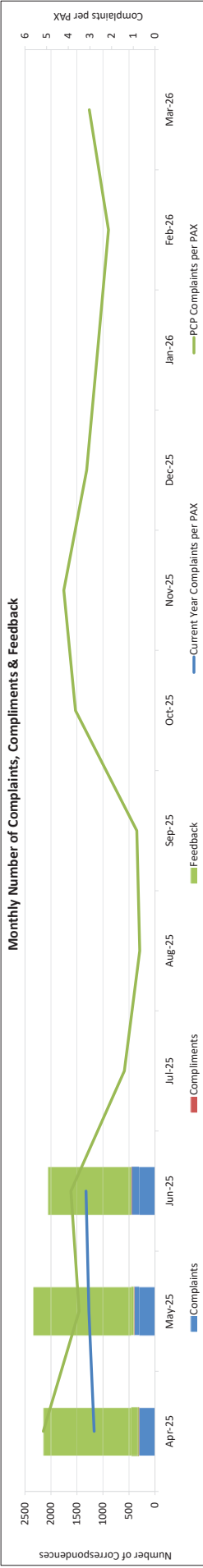
Security remains a standout success, continuing to lead in satisfaction with a score of 81%. Despite a small month-on-month dip in June, the area remains well above target, which is testament to the efforts of our teams in maintaining a calm, efficient, and customer-focused operation.

We've also seen a notable improvement in Washrooms (+6% in June) following the refresh project completed in May, demonstrating the value of targeted investment in high-impact spaces.

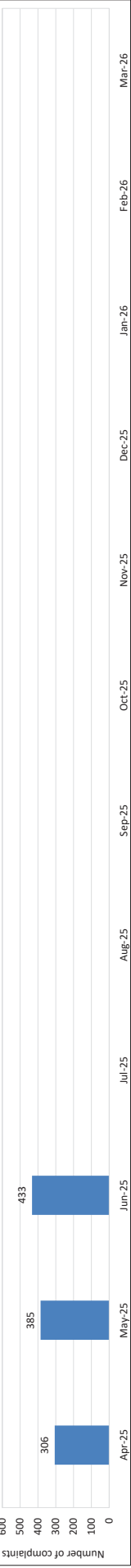
We optimise passenger experience

Number of Complaints Per 10,000 Passengers

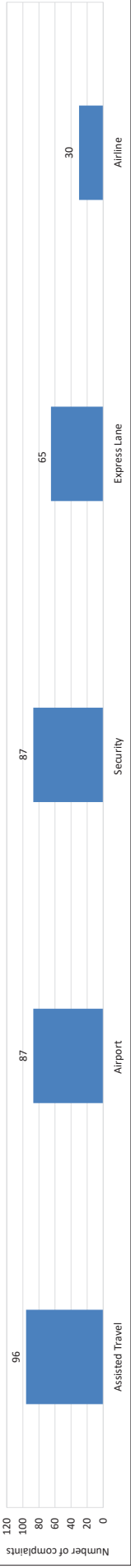
Actual 3.0 Target 2.0



Total Complaints



Top Areas of Complaints



CRM Summary

In the quarter, a total of 13,825 interactions were received via live chat, email, and contact forms, with 6,424 interactions closed through automation and 6,428 passed to agents.

Automation accounted for an average 47% of resolution activity across the quarter, reaffirming its value in supporting high-volume periods. Nonetheless, increased complaints in Assisted Travel, for example, highlight a continued reliance on agent support in complex and time-sensitive matters.

We received 1,124 complaints, with Assisted Travel (96), General Airport concerns (87), Security (87), Express Lane (65) and Airline concerns (30) being the top issues.

Sentiment	Jun-25	Jun-24	Var
Positive	14.9%	17.1%	Negative
Semi Positive	12.4%	27.8%	Negative
Neutral	51.3%	30.4%	Positive
Semi Negative	16.8%	16.8%	Neutral
Negative	4.9%	7.9%	Positive

Sentiment analysis for June shows a shift in customer tone year-on-year.

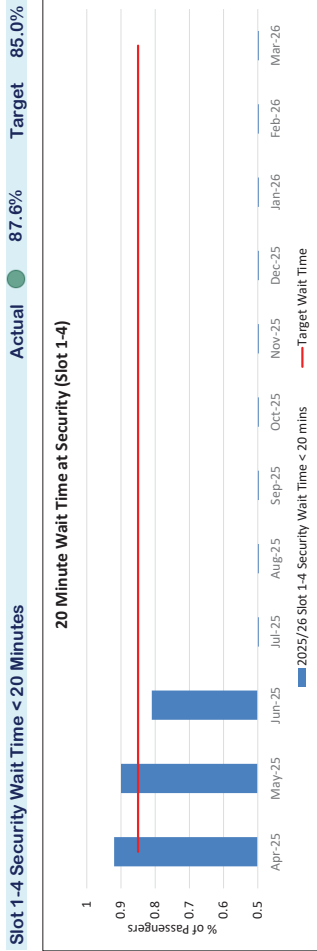
Positive sentiment has dipped slightly (-2.2%), with a more notable drop in semi-positive feedback (-15.7%), suggesting fewer passengers are sharing positive experiences overall.

At the same time, neutral sentiment has risen significantly (+20.9%), indicating a more passive tone across responses. Semi-negative sentiment has remained consistent year-on-year, while negative sentiment has improved, falling from 7.9% to 4.9%.

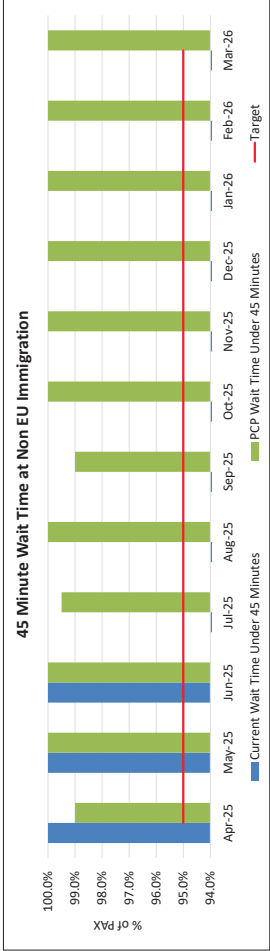
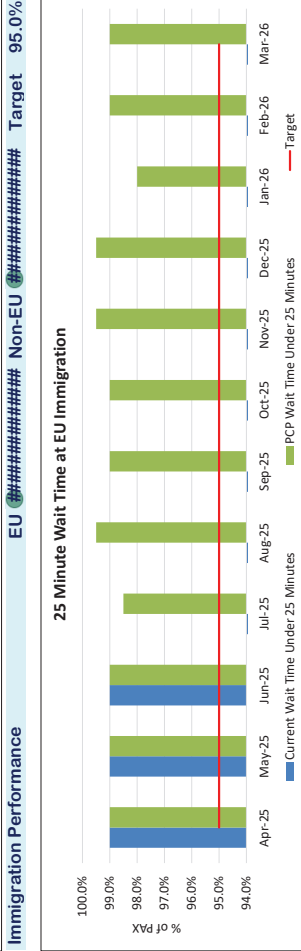
While the increase in neutral responses may reflect a more transactional mindset, the reduction in negative sentiment is a strong sign that improvements across the passenger journey are being recognised. As digital and social engagement continues to grow, we remain mindful that this can amplify repeat or dissatisfied voices.

These insights highlight the need to maintain consistency, resolve friction points, and create moments that convert passive experiences into memorable ones.

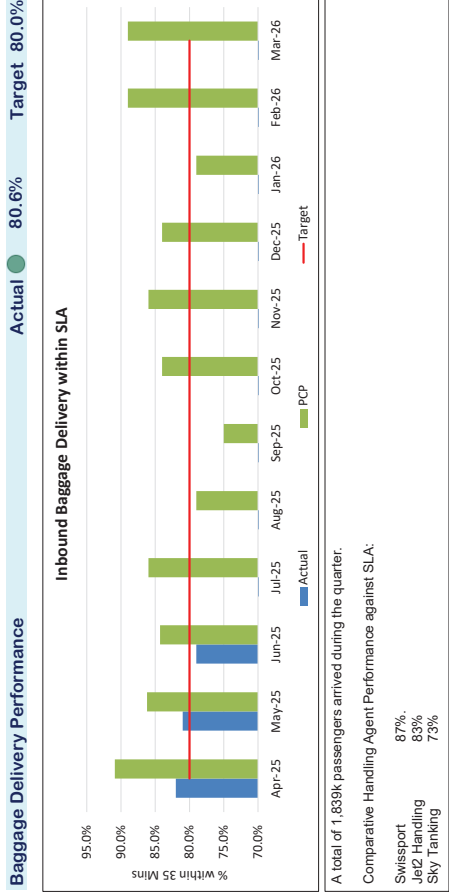
We optimise passenger experience



92% of passengers waited under 20 minutes in April. The average for the quarter was 87.6%. The average queue time for the quarter was 20 minutes.



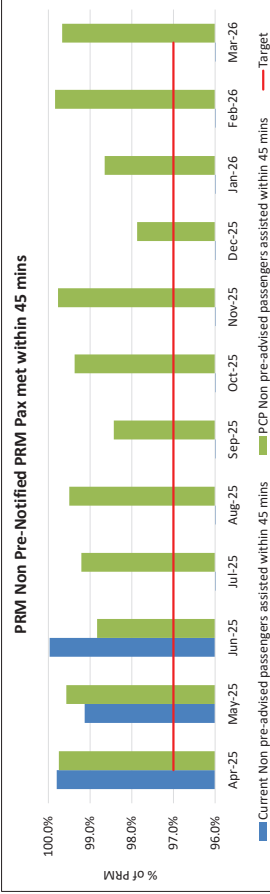
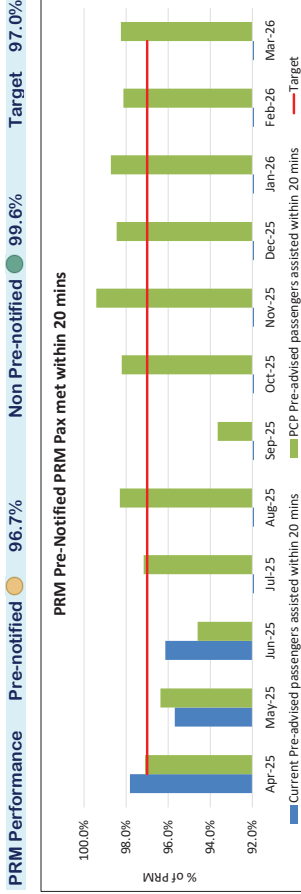
Average wait time for EU Immigration was 5 minutes. For Non-EU average wait time was 7 minutes.



A total of 1,839k passengers arrived during the quarter.

Comparative Handling Agent Performance against SLA:

Swissport 87%
Jet2 Handling 83%
Sky Handling 73%



The Regulatory target (97%) was achieved in the quarter for non pre-advised Assisted Travel Passengers however was just missed for pre-advised passengers.

The new service provider has had a number of issues which have had an impact on the operation.

Average Assisted Travel Delay Time



Assisted Travel Delays

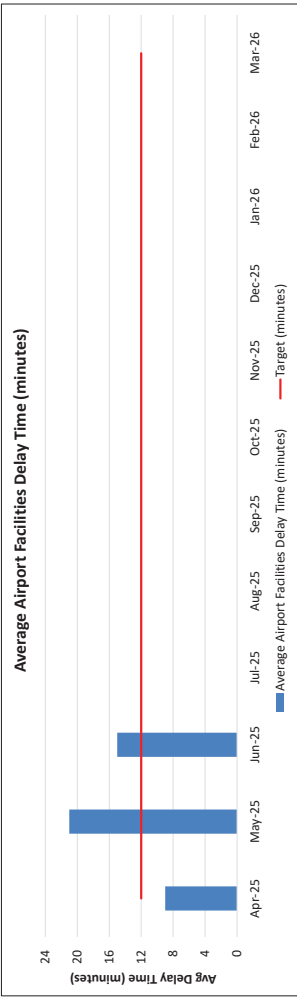
Assisted travel delays relates to any aircraft delays arising from the Assisted Travel operation.

Late arrival of Ambulift was the top cause of assisted travel delay throughout the quarter, caused by the availability of vehicles and driving operatives. .

The average duration of delays relating to the assisted travel operation across the quarter was 16 minutes.

Actual 16 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.

Bussing was the top airport facilities delay during the quarter, caused in large part by the closure of the short pier for refurbishment (now complete)

The average duration of delays relating to airport facilities throughout the quarter was 15 minutes.

Actual 15 Target 12



Birmingham Airport

Proud of every journey

Sustainability Report

April - June 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.

Manuel Sarauz joined the Airport in July as Sustainability Co-ordinator responsible for developing and managing our energy and environmental management systems.

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 2 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.

Please note, an error was found in Helicopter data section of the Q1 2025 iteration of the Community Noise Report. This has since been resolved and corrected in the Q2 2025 report.

Environment Agency Discharge Consent Review (PFAS)

As mentioned in the previous reports, 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 required us to carry out a site survey and a screening programme and submit the results to them which was completed. The screening showed elevated levels in some areas. As a result, a monitoring programme was mandated at 11 points around the airfield, which is currently in progress every two weeks until January 2026.

At the end of the monitoring programme, we are required to conduct a surface water risk assessment based on the results and submit this to the EA (within one month of completion)

Current status of this monitoring programme is:

- 16 sets of samples taken so far (to 18th August) and 14 sets of results are now available – no definitive conclusions yet.
- We are still in contact 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) and we are sharing information with each other.
- There is an intent to organise a meeting with SMBC, BAL and Severn Trent towards the end of September to share knowledge and to bring SMBC into the loop.
- We will be organising soil sampling at areas which potentially may have firefighting foam exposure (including refreshed data from the fire training ground), which will inform locations and potential movement throughout the airfield.
- Additionally, we have started doing CCTV investigations on the drainage system in some areas to understand confirm drainage maps and water movement over the airfield
- We will develop a PFAS management plan (in conjunction with a consultant) once we are clear on what the testing and results are showing us.

Following the request under the Freedom of Information Act 2000 and Environmental Information Regulations 2004, an article was published by the “Ends Report” where several airports (including Birmingham) were mentioned. We disagreed with some of the data published, and noted that the article quotes brook levels, whereas the screening did not include measurements in the brook but rather at one of the flood and pollution control points near the brook, none the less, the report was published.

Energy & Carbon

BAL has launched its BHX Partner Sustainability Pledge to Concessions in May. The Pledge aligns with the themes in our Sustainability Strategy and sets a minimum standard we expect all responsible businesses working at the Airport to hold themselves to.

Sustainability Week took place in June, with the highlight being our ‘Big Sustainability Event’ where we had plenty of engaging conversations with colleagues and partners about what sustainability means to BHX. Alongside that, over 100 brave colleagues took part in the ‘Big BHX Abseil’, raising funds for our amazing charity partner, Birmingham Children's Hospital. Throughout the week, we also had litter picking, a sustainability quiz, and celebrated creativity with a nature-themed photography competition, all great ways raise awareness and get people thinking about sustainability.

The Sustainability Team attended the quarterly Airport Sustainability Forum, hosted by NATS in Swanwick in July. It was great to collaborate with NATS and fellow airport representatives and to learn more about NATS decarbonisation efforts and to deepen our understanding of air navigation.

Over the summer BAL focused on strengthening its energy metering systems, reconnecting 60 meters to the PowerLogic energy management platform and adding 22 new meters across key locations including the engineering base, ventilation equipment on the Short Pier, and 13 concession meters in the North Terminal departure lounge. BAL has also renewed its PowerLogic maintenance agreement for another year to ensure continued reliability and is surveying additional locations for new meters to be installed in November, which will improve visibility of consumption and increase coverage of high-energy-using assets.

Work continues calculating the Airport's Scope 3 carbon footprint for FY24/25, with a full Greenhouse Gas Emissions report due to be published externally in September.

Corporate Responsibility

In partnership with Solihull Corporate Parenting Board and the Midlands Employer Alliance, BAL supported six care experienced young people with a two-week intensive work experience placement, which resulted in four of the group securing employment at the Airport.

BAL's Corporate Charity Partnership with the Birmingham Children's Hospital Charity is flourishing, with a series of events aimed at fundraising and engaging staff having been completed or in planning. A charity abseil from Diamond House attracted over 150 participants, another Runway Run will take place on 22nd November with 300 participants expected to take part, and a fundraising dinner will take place in October. So far over £37,000 has been donated to the BCH Charity.

Community Volunteering has included habitat restoration work in Solihull, a redecoration project in Kingstanding and supporting learners in school and in The Learning Hub. For the financial year to date, a total of nearly 60 colleagues have volunteered a total of over 340 hours.

Educational events have included a work-related skills project with WMG academy for young engineers in Chelmsley Wood, three days hosting 180 year 5 pupils from primary schools affiliated to the Schools of King Edward Foundation and a joint event with Vinci and their suppliers, promoting careers in construction.

The planned online platform for applications to the Community Trust Fund is now under construction, with an expected go live date of 20th October. The platform will enhance usability for applicants and enable more efficient administration and reporting of the Trust Fund.

Agreement has been reached with GoodPAYE, the UK's largest charity-owned payroll giving provider, to introduce a payroll giving scheme, enabling colleagues to make regular charitable donations from their salary in a tax-efficient manner.

Presentations were made to community groups in Olton and Monkspath.

Sustainability Strategy Changes

Updates to the sustainability strategy continue, and we have identified high level actions to support the next 5 years working with stakeholders throughout the business.

Significant steps have been made in engaging with our framework suppliers, generating KPI's and setting policy through the procurement team.

This will continue with the setup of the EcoVadis platform (a well-known sustainability rating system for supply chains to share sustainability information with their customers). This will enable our suppliers to share their rating and improvement plans on this platform with us.

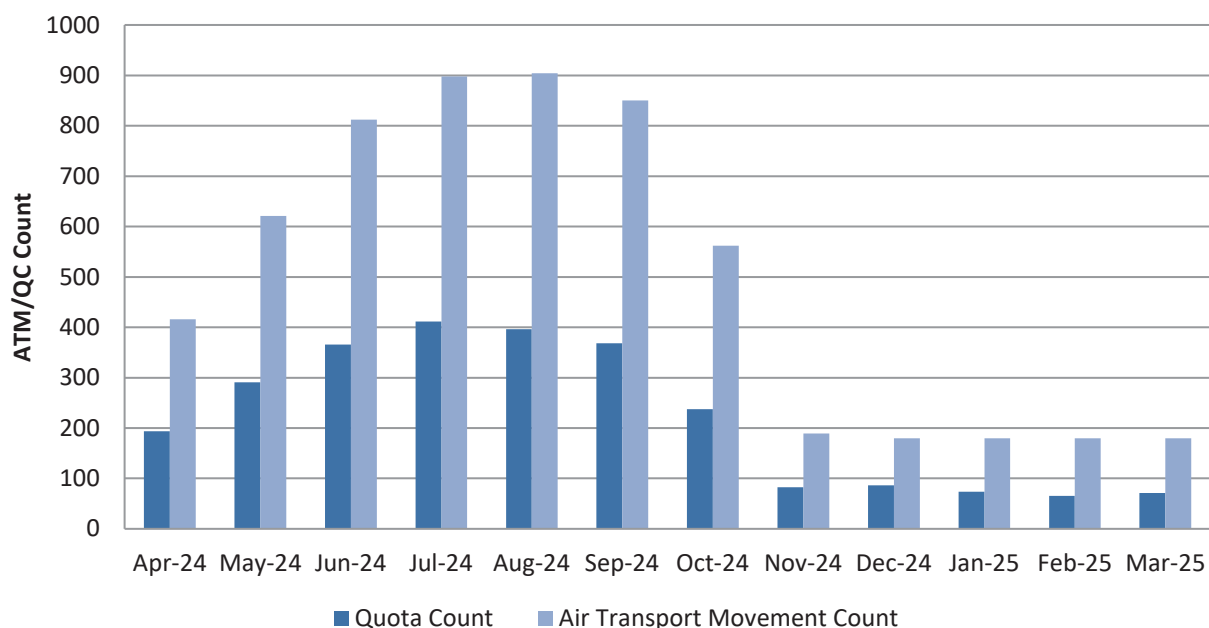
We are also going through this process ourselves to get our own score. We have mandated EcoVadis as a requirement for framework suppliers.

This supports our ambition, reported at the last meeting 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) extend and embrace scope 3 (suppliers, concessions and customers)
- 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
- 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

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	82.25
December	145	35.125	136	39.125	143	45.125	204	86.625
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	449	185.5
May	586	226.75	591	221	621	290.75	738	301.375
June	765	301.875	766	271	812	365.875	884	362.125
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	5362	1952	5446	2033.75	5819	2493.875	2978	1228.250
Limit	5505	4000	5505	4000	5171	4000	7227	2800
Exemptions	341	-	430	-	311	-	71	-

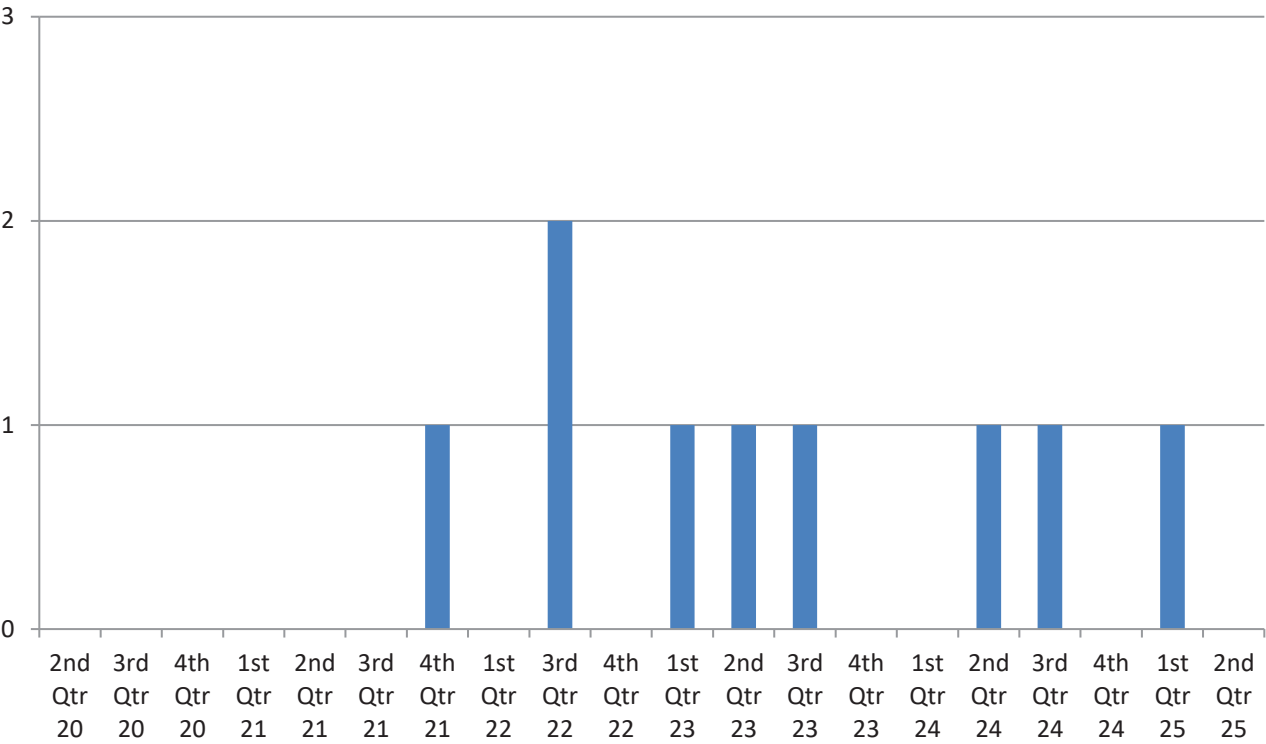
2.3 Usage Against 877 Departure Cap (23:30 – 05:00)

Night Flying Year	Usage against 877 limit
2023/24	426 (Oct 23 – Oct 24)
2024/25	258 (Oct 24 - Jun 25)

3 Wake Vortex Strikes

There were no vortex strikes confirmed in the 2nd quarter of 2025.

3.1 Trends in Wake Vortex Strikes



4 **Air Quality**

Currently we have a problem with the air quality monitoring station, which we are in the process of trying to rectify with Horiba (the hardware supplier and maintenance company).

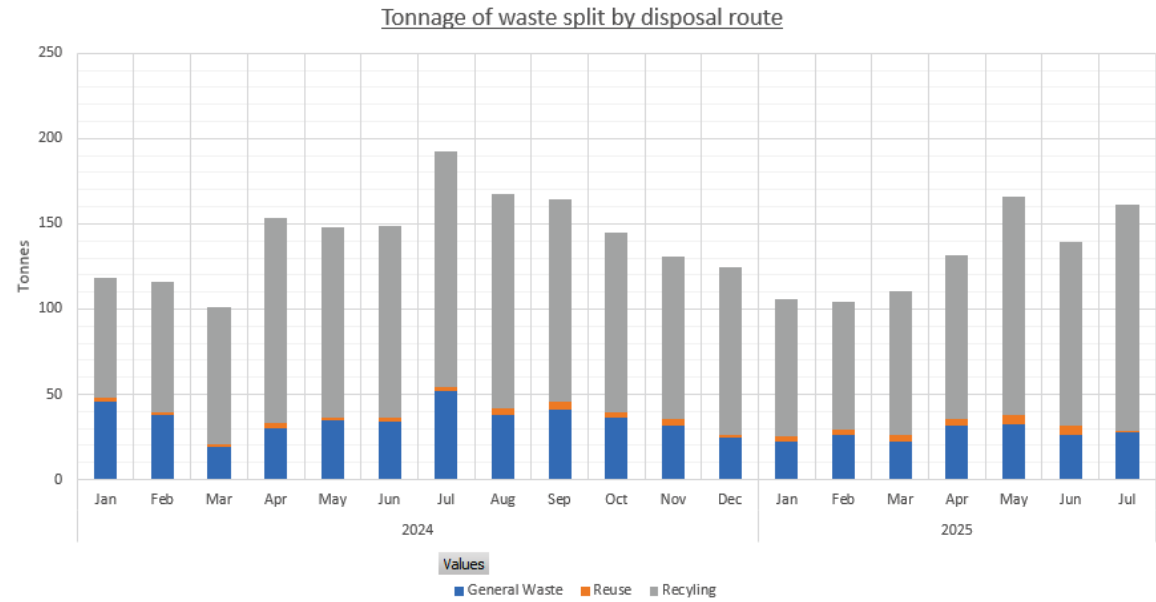
The datalogger has now been identified as being faulty. We have ordered a new unit and are in the process of getting it fitted. We are hoping that the data logged over the last two months or so will have been retained (or can be recovered from the unit) but we don't know at this stage.

The air quality monitoring station equipment is at end of life, so we are looking at a development project to not just replace the cabin (which previously we had identified as being a problem), but also the equipment therein to prevent this being a problem in the future.

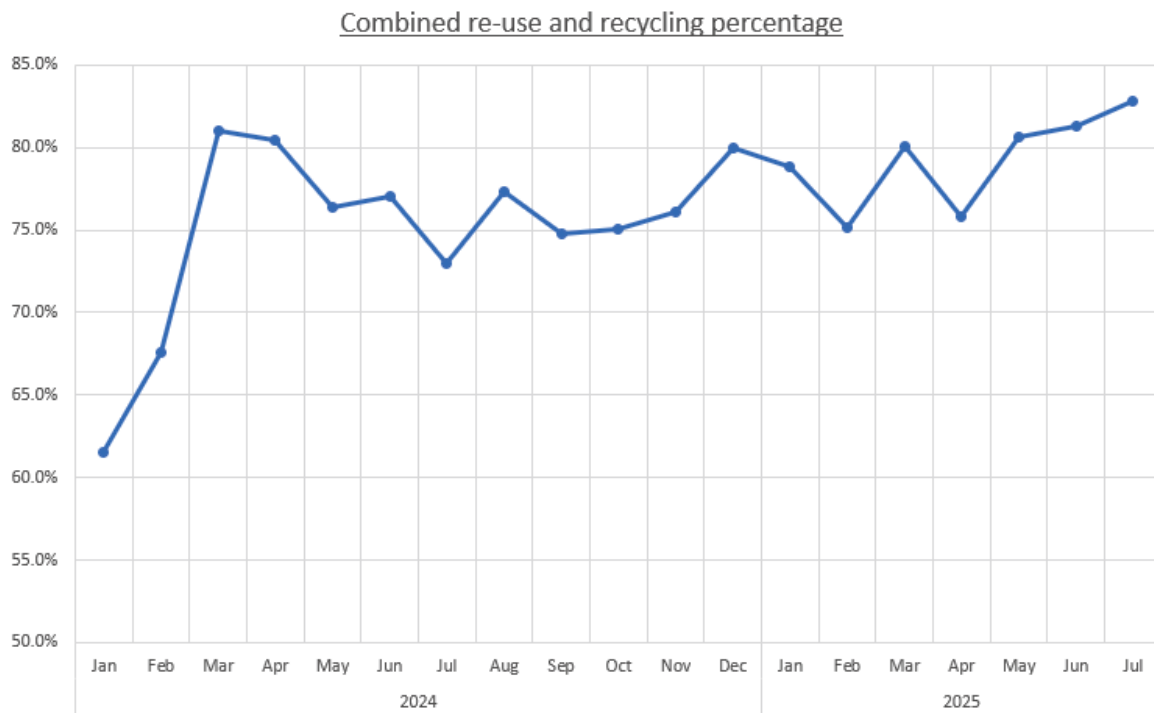
For this report therefore, it is not possible to give the graphs on pollutants, but if the data has been retained, we will show the data in the next report for this period and the forthcoming periods.

5 **Waste**

The first graph below shows the waste disposal method for each month (tonnes) as a comparison (and as previously requested). Generally waste volumes peak in the summer months. This graph shows the waste in tonnes. Changes in liquid rules in security will potentially have an impact on the volumes going forward



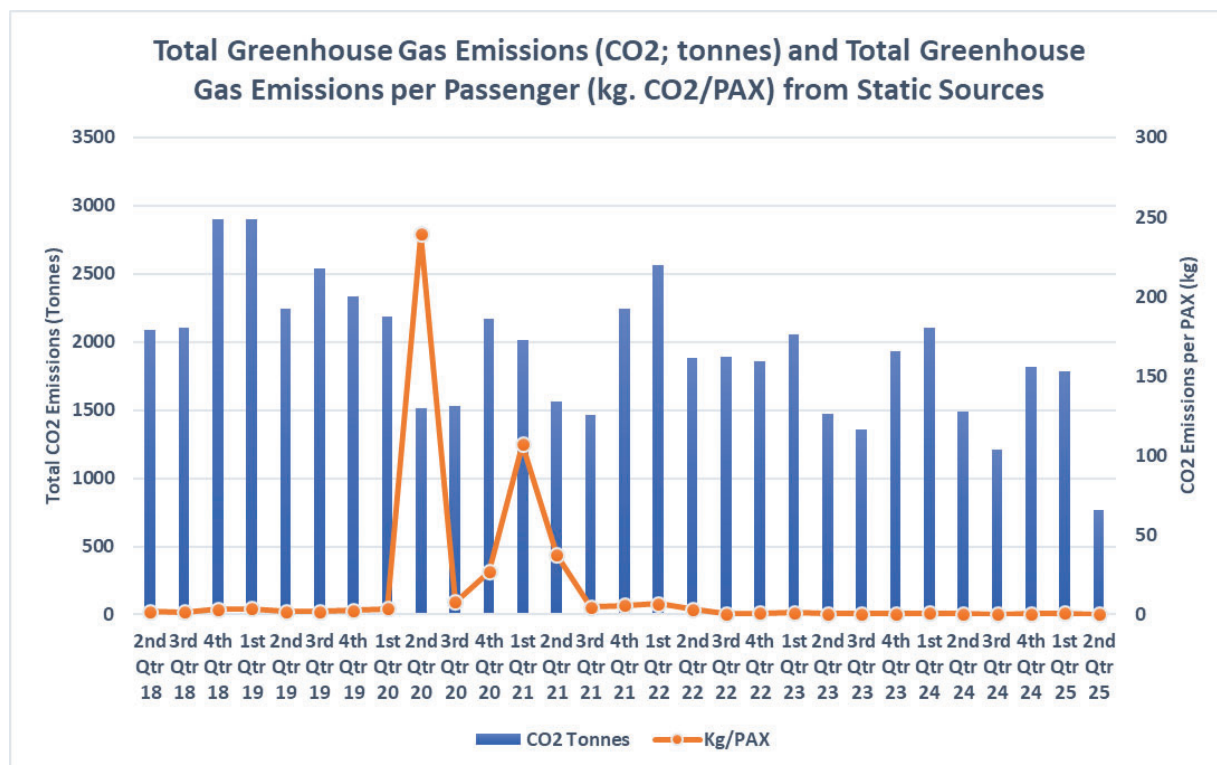
The graph below shows the recycle and reuse rate against target



Continued focus on this will drive improvements especially in relation to working with concessions to improve segregation and also continuing the drive to maximise recycling from mixed waste bags but improving this at source will be focus during the next period. Bidvest Noonan have now recruited a manager for the site, so this will help drive improvements also. Heathrow have visited BAL to see the MSU and the Plaza dashboard (created by The Green Block) and were very impressed to the point where they are currently talking to The Green Block to do similar reporting.

6 Energy

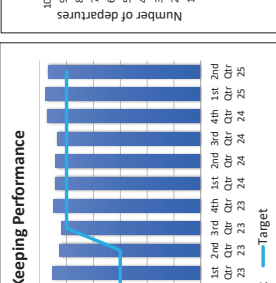
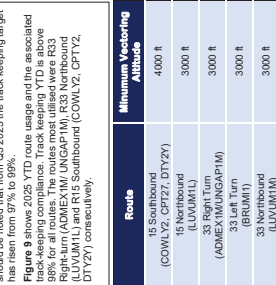
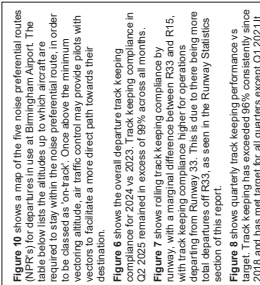
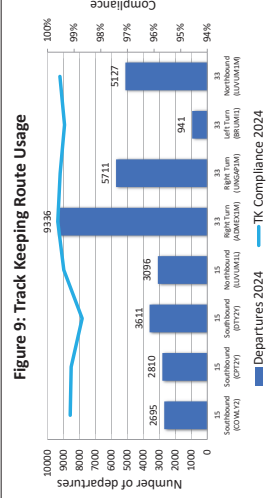
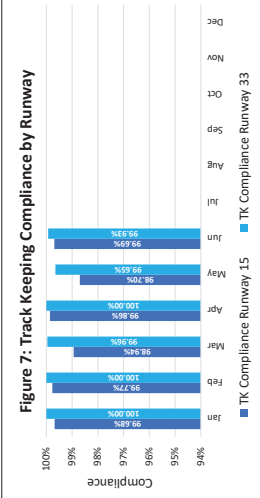
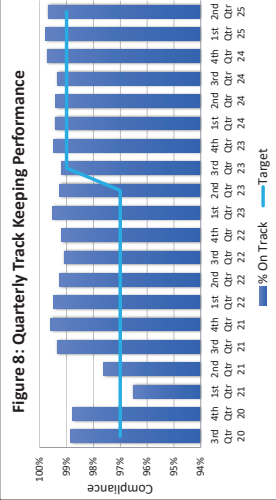
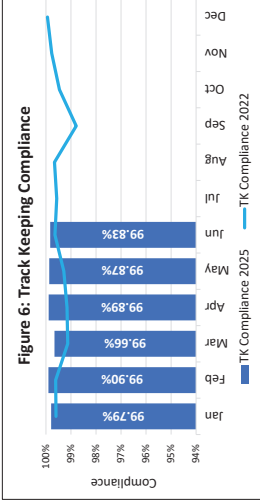
The below chart shows BAL's GHG emissions from gas and electricity consumption only. GHG emissions from tenants & concessions gas/electricity consumption have been excluded from the 2nd Qtr 2018 onwards as these are accounted for separately.



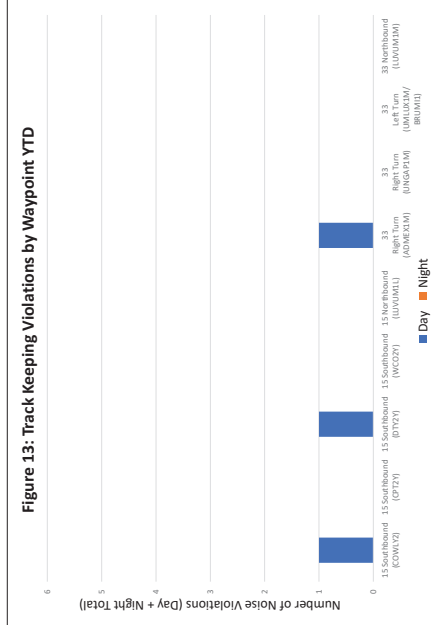
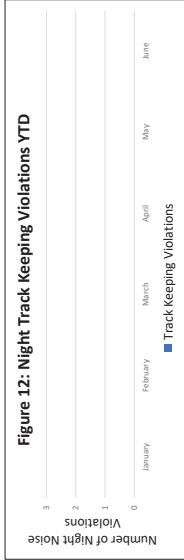
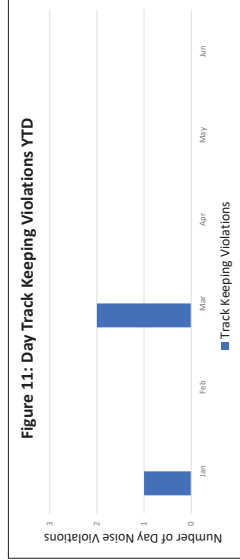
*2nd Qtr 2020 to 2nd Qtr 2021 saw a rise in per PAX emissions due to the significantly reduced passenger volumes resulting from the COVID-19 pandemic. During this time however there was also a significant reduction in CO₂ emissions resulting from an energy saving campaign.

Departures Performance

Track Keeping



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 offending aircraft operating between 0800-2329 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 keepings 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.

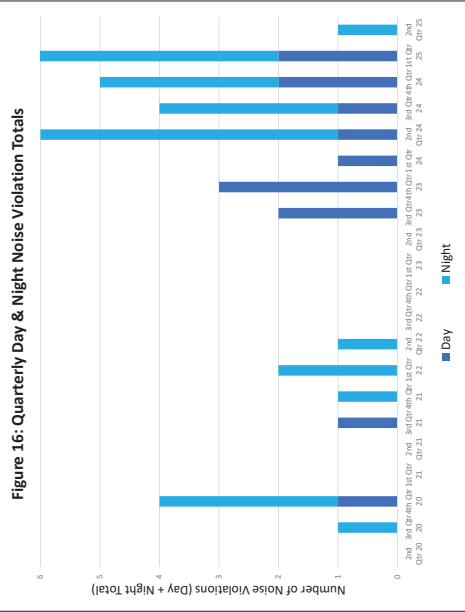
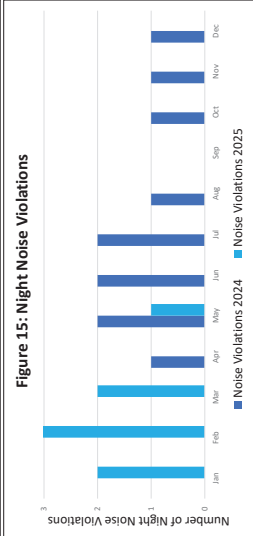
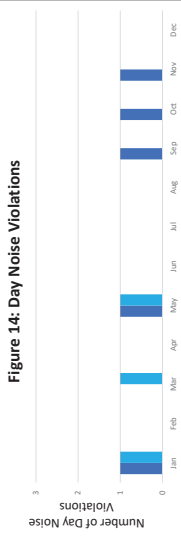
Figure 13 shows year to date day and night track keeping violations by waypoint for the year to date 2025. There were no track-keeping violations in Q2 2025.

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	FRF140	FRF	AT72	15	£800	Yes	Day
17/03/2025 at 10:18	DTY2Y	SPA	C6X	SW4	15	£900	No	Day
29/03/2025 at 07:29	ADMEX1	BID52B	SW4	SW4	33	£800	Yes	Day

Departures Performance Continued

Noise Violations



Birmingham Airport operates a night regime for noisy aircraft departing from the airfield. There are two violation level limits: a daytime limit of 90dB(A), operational between 0600-2329 hours and a more stringent night-time limit of 81dB(A) (reduced from 85dB from 1st April 2024), operational between 2330-0559 hours. If a departing aircraft registers a noise level above this at our central noise monitor (Noise Monitor 1 and 2), the airline is charged an aircraft noise levy (equivalent to an runway charge) for the noise event. Aircraft noise monitoring is carried out by the Birmingham Airport Noise Monitoring Team, a registered charity that benefits directly from the levy. All funds from night noise violations are placed into the Community Trust Fund, a registered charity that benefits directly from the levy.

Figure 14 shows monthly daytime noise violations, comparing 2024 to 2025. There were five daytime noise violations in 2024. There were no daytime noise violations in the 2nd Quarter of 2025.

Figure 15 shows monthly night noise violations, comparing 2024 to 2025. There were 11 night noise violations in 2024. There was one night noise violation in the 2nd 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 levy of £770 is levied, with provisions for an extra £175 per full decibel over the 90 dB(A) limit. For night noise violations a full runway charge of £17,300 per tonne is levied, with provisions for an extra £175 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
28/05/2025 at 05:59	1	82.6	FR2911	RVR	B738	33	£1453	Yes	Night

Ground Noise - Engine Ground Running

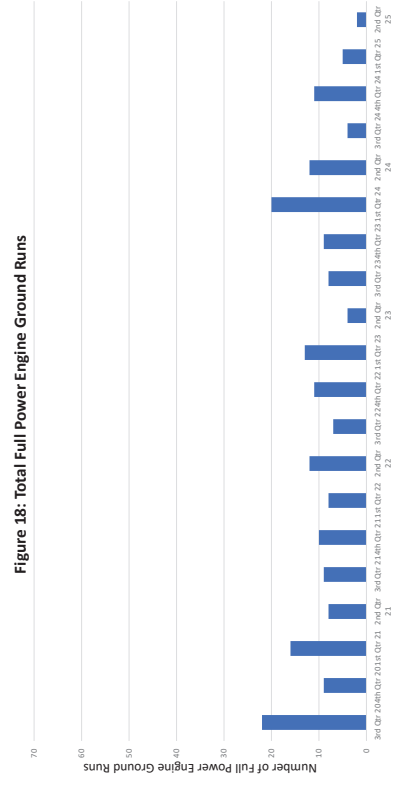
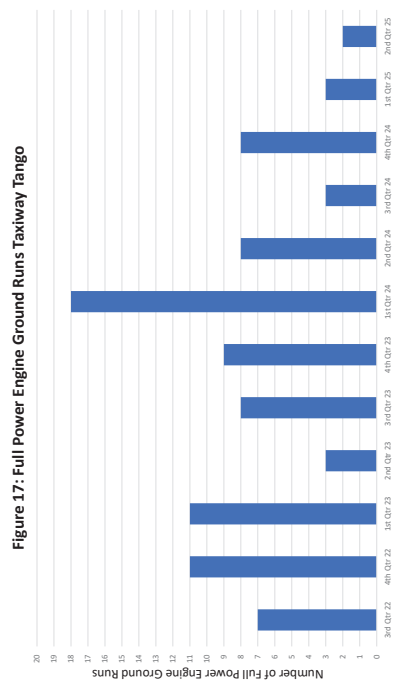
Engine Ground Running is required by airlines following essential aircraft maintenance and only takes place when absolutely necessary for safety reasons, in line with our Engine Ground Running Policy.

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 idle. Full power engine ground running is not permissible between the hours of 2200 and 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 (0800 to 0800 hours on a Sunday) has an associated Morning Shoulder Period noise level assessment carried out. There have been no full power Engine Ground Runs carried out in the Morning Shoulder Period since the 2nd quarter of 2019.

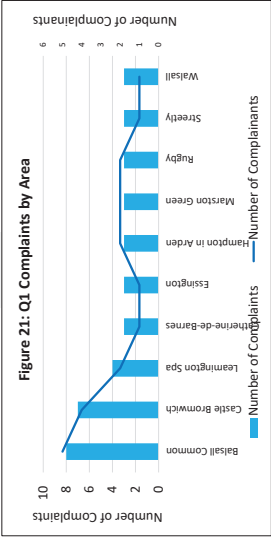
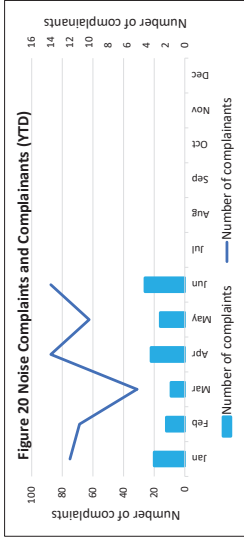
Figure 17 shows a quarterly profile of the number of full power Engine Ground Runs conducted on the Taxiway Tango. The highest number of full power Engine Ground Runs will only take place here between the hours of 07:00 and 20:00.

Figure 18 shows the quarterly profile of full power Engine Ground Runs since the 3rd Quarter of 2020. The 3rd quarter of 2023 saw the highest number of full power Engine Ground Runs with 22, each subsequent quarter has seen the number remain below 22.

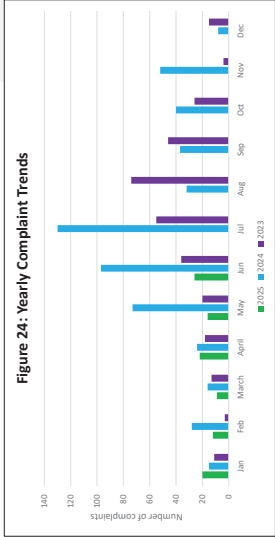
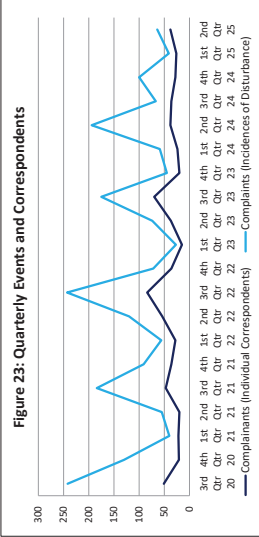


Aircraft Activity Complaints

Complaints - 2024



Complaints - Trend Analysis



In Quarter 2 2025, 64 aircraft complaints were received from 38 complainants (complainants), who collectively contacted the airport on 42 separate occasions.

When compared to Quarter 2 2024 there has been a 67% decrease in the number of aircraft complaints received and no change in the number of complainants.

Figure 20 illustrates the number of noise complaints received by month for 2023 YTD. In Q2, June saw the highest number of complaints (14) and the highest number of complainants (14).

Figure 21 (below left) provides a breakdown of complaints and complainants by area of origin for Q2 2025, for the top ten areas of complaint. Balisil Common is the area from which we received the most complaints in Q2 2025 with 8 complaints from 5 complainants.

Figure 22 (right) is a map showing the distribution of individual complainants, as well as the tracks of all movements in Q2 2025. It should also be noted that during Q2 2025, three persistent complainants have been excluded from the statistics in the figures shown, as per the Birmingham Airport Complaints Policy and as reported to the Airport Consultative Committee. These complainants raised a further 18 complaints in Q2 2025.

Figure 22: Map showing Quarter 2 Tracks & Complaints By Area



Concern Type	3rd Qtr 2024	3rd Qtr 2023	4th Qtr 2024	4th Qtr 2023	1st Qtr 2025	1st Qtr 2024	2nd Qtr 2025	2nd Qtr 2024	Last 12 months	Previous 12 Months
Off Track	32	22	45	4	4	15	11	33	92	74
Noise	61	94	18	12	9	21	10	72	96	199
Night Noise	102	41	33	8	11	15	13	73	27	0
Low	0	7	0	9	4	0	0	3	4	19
Ground Noise	0	2	0	6	0	3	1	1	1	12
Helicopter/Military	4	9	1	6	0	5	5	5	10	25
Other	199	175	100	45	41	59	64	187	404	466
TOTAL										

Figure 26: Trends in Types of Concern Reported

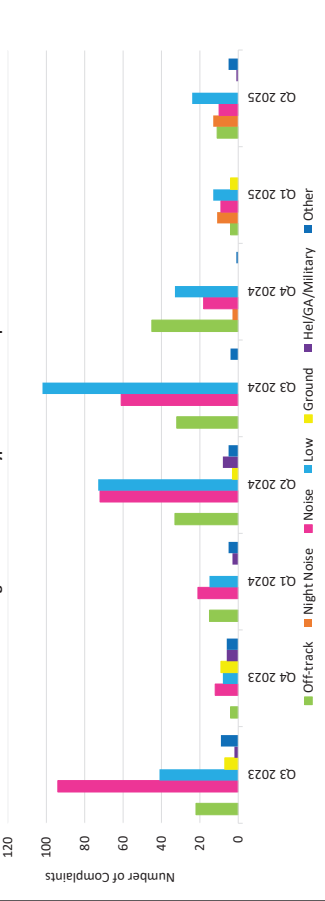


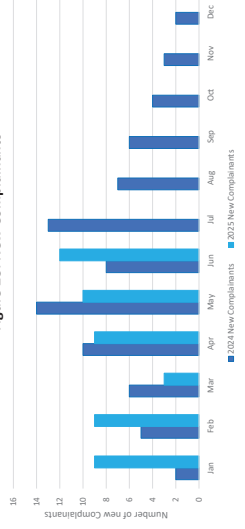
Figure 23 (left) shows quarterly complaints and complainant numbers and trends over a five year period, showing a peak in complaints and complainants at Q3 2022.

Figure 24 (below left) shows a comparison between the number of complaints per month for 2025, 2024 and 2023. May and June 2025 shows an increase when compared with the same month in 2023 and 2024, while April shows a decrease on 2024 but an increase on 2023.

Figure 25 (below) shows the number of new complainants for 2024 and 2025, with the largest number of new complainants seen in May 2024 (14).

Figure 26 (below right) shows noise complaints broken down by concern category (Noise, Off - Track, Low Flying Aircraft, Ground Noise, Helicopter/General Aviation/ Military, Other) by quarter. In Q2 2025 the category with the most complaints was Low aircraft with 22 complaints, the category with the fewest complaints was Ground Noise with 0. The table (right) shows noise complaints by concern category reported, this year vs last year rolling. In December 2024 a new concern type category was added, "Night Noise".

Figure 25: New Complainants



Airlines & Air Traffic

Airline Noise Performance

Rank by ATM	Airline Name	Total Movements	CDA Performance	Rank (CDA)	Track Keeping Performance	Rank (TK)
1	Ryanair	2717	97.28%	1	99.78%	3
2	Jet2.com	2384	94.21%	4	99.65%	7
3	EasyJet	1476	92.88%	7	99.80%	2
4	TUI	1398	93.16%	6	99.71%	5
5	Emirates	492	86.24%	15	99.80%	2
6	Lufthansa	427	93.49%	5	99.53%	8
7	KLM Royal Dutch Airlines	416	91.15%	9	99.76%	4
8	Air France	328	78.02%	20	99.69%	6
9	Loganair	298	90.91%	10	100.00%	1
10	Emirates	284	86.87%	19	100.00%	1
11	SunExpress	237	89.85%	13	100.00%	1
12	EasyJet Europe	208	91.85%	8	99.92%	9
13	Turkish Airlines	191	95.79%	2	100.00%	1
14	Emirates	182	87.22%	17	98.70%	13
15	Aer Lingus	169	89.94%	11	100.00%	1
16	Eurowings	161	86.34%	18	99.38%	10
17	Qatar Airways	91	94.51%	3	99.80%	11
18	Ausflug Air Services	89	89.89%	12	97.95%	12
19	Swire	89	87.64%	16	100.00%	1
20	Wizz Air Malta	87	89.55%	14	100.00%	1

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 Routes (NPRs) designed 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%**

Runway Statistics

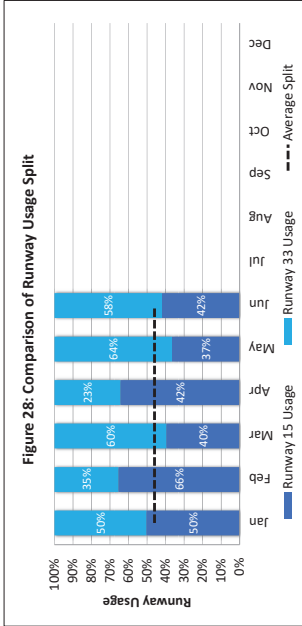
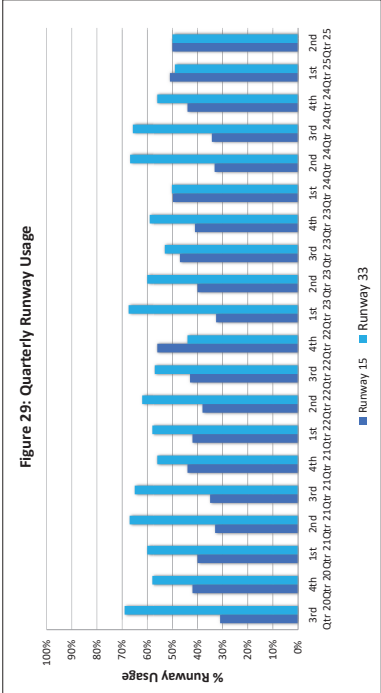
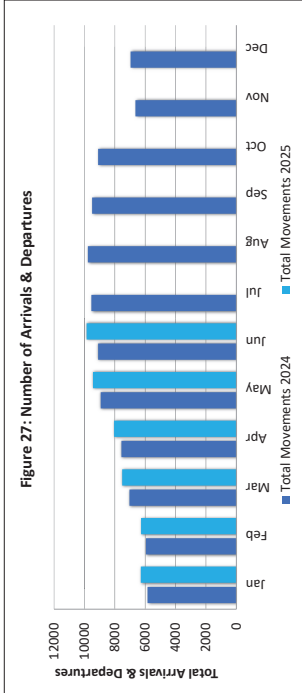


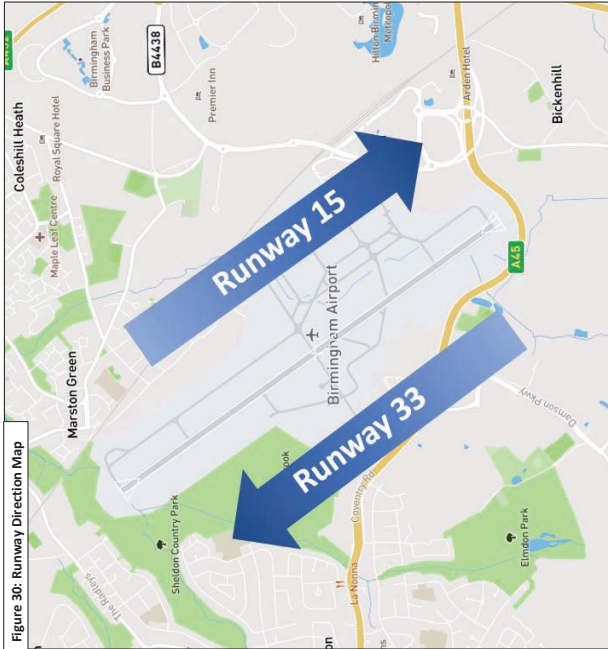
Figure 30 (right) Birmingham Airport has one runway which operates in two directions, known as Runway 15 and Runway 33; the direction of operation is primarily dependent upon meteorological conditions.

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. April, May and June saw an increase in movements in Q2 of 2025 vs 2024.

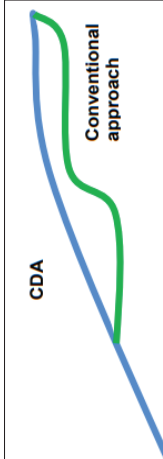
Figure 28 (top middle) shows monthly runway usage % for 2024. The average split (dotted line) is also shown. For 2025 YTD the average split is 46% R15 and 54% R33.

Figure 29 (bottom left) shows quarterly runway usage over a 5-year period. Over Q2 of 2025 the average runway split is 50% R15 and 50% R33. The number of Air Traffic Movements (ATMs) by runway for the 2nd Qtr 2025 was 13,764 ATMs on Runway 15 and 13,580 ATMs on Runway 33.



Arrivals Performance + Helicopters

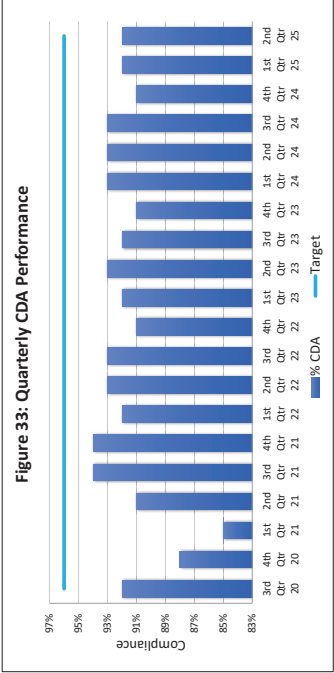
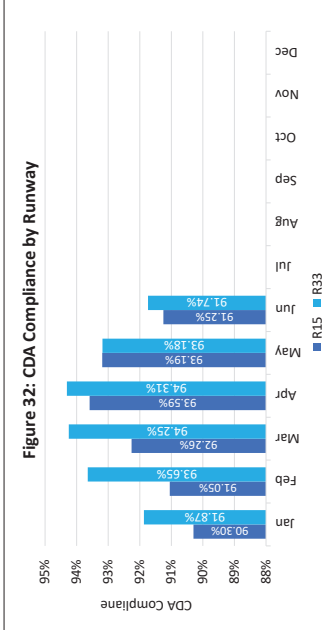
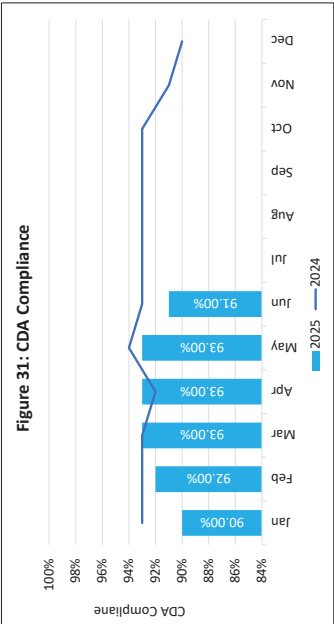
Continuous Descent Approaches (CDA)



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 Q2 2025 saw an sustained rate across April and May, but a reduction in June 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 33 (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 April and June 2025.

Figure 33 (bottom-right) shows CDA performance by quarter dating back to the fourth quarter of 2019. There was an decrease in compliance over the 2nd Quarter of 2025 compared with 4th Quarter of 2024.



Helicopter Movements

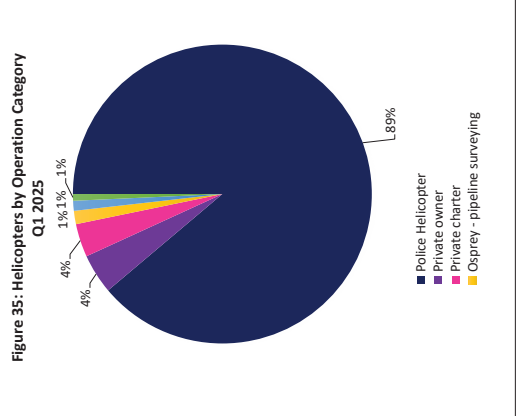
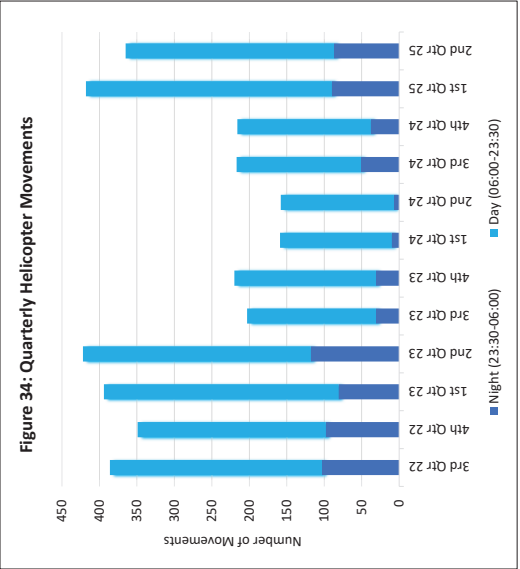
Although helicopters have no set routes that they are required to follow, in recognition of the community sensitivity around helicopter noise BAA has implemented a noise abatement policy for helicopter operations. This policy states that Helicopters should, except in the case of an emergency, avoid overflying the noise sensitive area at less than 500 feet AAL (Above Aerodrome Level). This area extends between 230° and 280° from the Western end of stand 506, to a distance of 0.5 NM and covers the area of Edmon 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 2 2025 helicopter movements by category. Police helicopters accounted for the largest proportion of movements with 91% of all helicopter operations.

The below table shows a summary of total helicopter ATM's by category and calendar year, from 2020 to 2025 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	3
Military	1	2	12	2	2	0
Training & Engineering	4	6	8	5	0	4
Search & Rescue	0	0	6	22	6	0
Displays and Events	0	1	3	4	4	2
Pipeline Surveying	11	5	12	24	14	15
Police	685	774	1158	863	400	700
Private Charter	2	15	18	28	55	13
Private Owner	151	259	254	286	209	46
Total	856	1064	1472	1239	712	783



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).

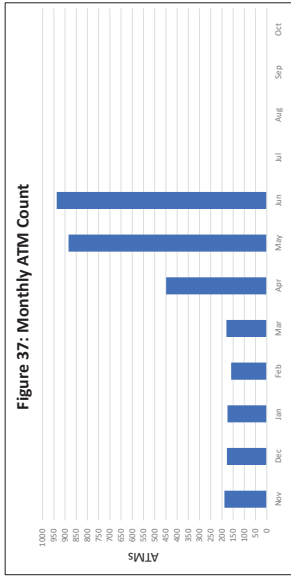
The three key limiting mechanisms through which the Night Flying Policy serves to mitigate aircraft noise at night are an Air Transport Limit, a Quota Count Limit and an 877 Departure Cap. These are outlined in the three columns below. **Figure 36** (centre) shows the Night Flying Year to date usage of these limits. The new Night Flying Policy instates an additional departure limit of 1162 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.

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.



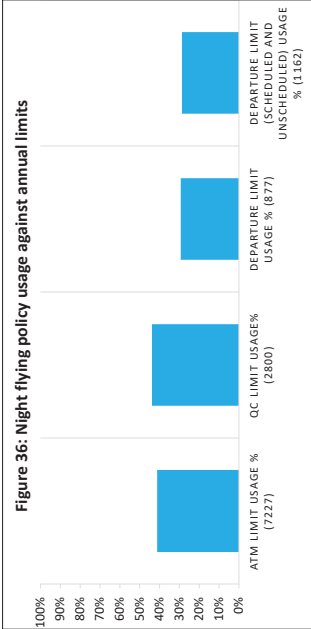
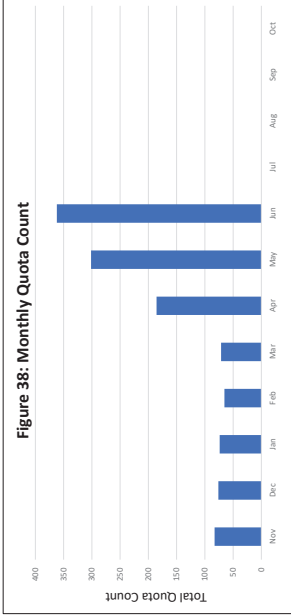
Quota Count Limit

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 Night Flying Year to date of the ATM count.



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	58.75	189	82.25
December	145	35.125	136	39.125	145	45.125	204	86.625
January	157	31.875	121	38.375	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	449	185.5
May	586	226.75	591	221	621	280.75	738	301.375
June	765	301.875	766	271	812	365.875	864	362.125
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	5362	1952	5446	2033.75	5619	2493.875	2978	1228.250
Limit	5505	4000	5505	4000	5171	4000	7227	2800
Exemptions	341	-	430	-	311	-	71	-

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.

