

BIRMINGHAM AIRPORT CONSULTATIVE COMMITTEE

Chairman: Mr Colin Flack
Secretary: Mr L Stevenson

Birmingham Airport Consultative Committee Secretariat

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Please ask for: L Stevenson

Date: 23 August 2022

To: The Chairman and Members
of the Birmingham Airport
Consultative Committee

Dear Member and Colleague

Birmingham Airport Consultative Committee Meeting Thursday 1st September 2022 @13:30hrs The Flight Deck, Fifth Floor, Diamond House, Birmingham Airport

Please find attached your papers for the next meeting of the Airport Consultative Committee, the agenda for which was agreed at a meeting of the Steering Group on 17th August.

IMPORTANT - Change of Venue - Unfortunately, we are unable to meet in the ground floor meeting room we used for our last meeting, as this has had to be used by the Covid testing facility that remains important for passengers travelling to destinations where Covid-related regulations still apply.

Instead, we shall be meeting on **The Flight Deck**, our meeting facility **on the fifth floor of Diamond House**, with which some Members will be familiar from previous meetings. **Access is via Diamond House Reception**, where a member of the team will be available to provide access.

The Flight Deck has the benefit of providing a great view of the runway, but it does not enable members to be seated at tables. Instead, the room will be set up 'theatre style', so members who take notes during the meeting should bear this in mind.

Car Parking Arrangements - If you are driving, please again park in Car Park One and exit via the normal pedestrian route. Complimentary car parking will be available as before. Please bring your entry ticket with you to the meeting where it will be swapped for an exit ticket. Note the car park is likely to be busy, but spaces are always available on

the upper floors and it is often quicker to make your way straight to floors 7 or 8 rather than circling the lower floors looking for empty spaces. There are lifts to the ground floor exit.

Agenda Overview - In addition to the standing Activity and Sustainability Reports, there are two agenda items relating to customer service. As requested at the last meeting, Accessibility Manager Ed Kibblewhite will present an update on PRM services (Passengers of Reduced Mobility), while Head of Customer Experience Stuart Haseley-Nerjup will present the latest on how we are meeting passenger expectations at a very challenging time.

The Steering Group also agreed that in the interests of saving resources, meeting papers would continue to be issued electronically. Members are advised that all documents will be available via a large screen in the meeting.

Pre-submitted Questions - You are requested to read the regular reports so that they may be taken as read at the meeting. Should any questions arise from the reports, you are encouraged to e-mail andy.holding@birminghamairport.co.uk by close of business on **Tuesday 30th August** so that, where possible, the Company can bring a response to the full Committee.

Yours faithfully



Mr L Stevenson
Secretary
Birmingham Airport Consultative Committee