

Newcastle Airport Consultative Committee

Airport Company Report
Quarter 4 2023

1. Performance Overview

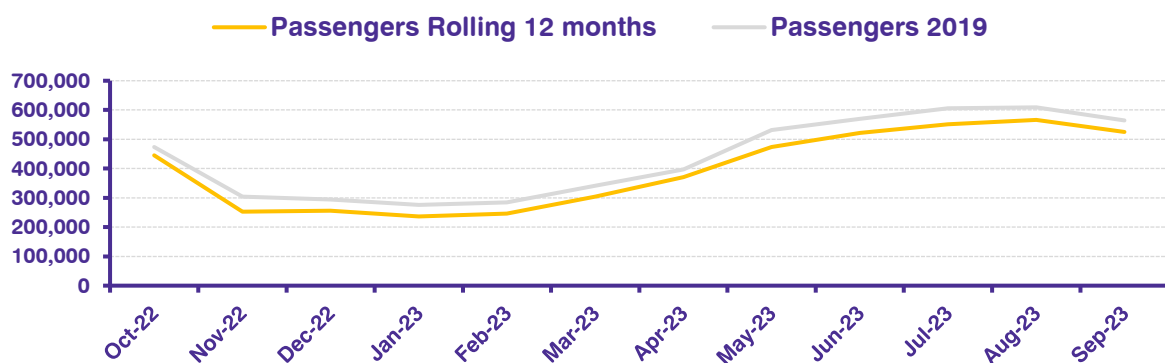
1.1 Passenger Numbers

Q3-2023 passenger numbers ended at 1.64m; +8% vs the prior year but -8% versus 2019 pre-pandemic. Passenger volumes during the respective months of July, August and September were +8%, +8% and +9% vs 2022; and -9%, -7% and -7% vs 2019.

Summer passenger numbers were ahead of budgeted expectations, driven by strong leisure and scheduled passenger traffic performance. Our new routes to Athens (AEGEAN) and Antalya (SunExpress) performed strongly, and both destinations will see additional flights next summer.

New year-round routes to Sal (Cape Verde) and Sharm-El-Sheikh are now operating with TUI, providing a further choice of sun and beach destinations to passengers. KLM have also increased frequency to up to five daily, enhancing connectivity to Amsterdam and beyond.

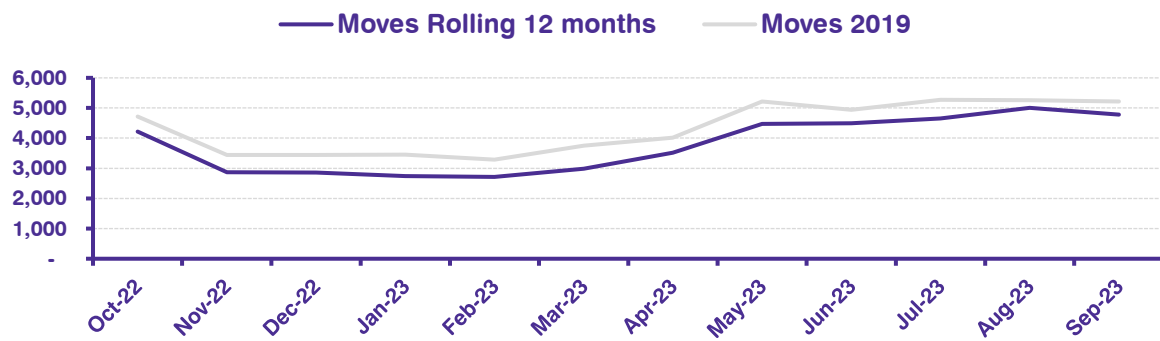
The below graph shows passenger numbers for the rolling 12-month period compared to the equivalent month in 2019 (pre-pandemic):



The following announcements have recently been made:

- **easyJet:** twice weekly Alicante flights will resume next summer, for the first time since 2020. Flights commence 2 April.
- **Awards:** We won 'Airport of the Year' in the under 5 million passenger category at the Routes World 2023 conference. We were also awarded 'Star UK Airport' for the second consecutive year at the Travel Bulletin Star Awards 2023. These prestigious awards are nominated by and voted for by airlines and the travel industry and reflect the quality of route development, marketing and customer service support we provide.

1.2 Aircraft Movements



1.3 Customer Services

Security

Waiting times at security search YTD end of Oct '23 are as follows:

0-6 minutes = 95.3%

7+ minutes = 4.7%

Following the successful installation of the first next-generation security scanners, the second phase of the redevelopment of the central search area has begun. This includes the replacement of three existing lanes, new flooring and appropriate training levels of our security officers. Despite the reduced processing capacity, the Airport remains committed to delivering high levels of customer services to passengers and supporting a smooth and efficient journey through the central search area.

Passenger services

Number of passengers with reduced mobility assisted between the 1st Aug and 31st October 2023: 22,838

Total for January – October 2023: 61,059. This is a 26.4% increase compared to 2022.

2. Marketing & Communications

2.1 Social Media

Follower numbers - *Correct as of 21st November 2023:*

Twitter: **76,945**

LinkedIn: **16,667**

Facebook: **82,032**

Instagram: **29,836**

Threads: **3,336**

2.2 Internal Communications

The Airport continues to communicate regularly with colleagues via email. Year to date we have sent 82 communications to our internal database, featuring a range of different content such as:

- Staff benefits and rewards
- Aviation news and updates
- Equality and diversity initiatives
- Net Zero and sustainability updates

We have also held two CEO webinars where staff are able to listen to an update from Nick Jones and ask questions.

Our new Equality and Diversity Group continues to gain momentum, with over 20 members the group meets on a monthly basis. Since launch, the group has facilitated the option of adding pronouns to email signatures for staff and delivered a Proud Allies LGBTQIA+ training session for members.

The Airport's Female Forum also continues, and December will see the last of a series of events in 2023 that have looked at overcoming gender linked barriers in the workplace. Clare Wood, Director of UK Infrastructure at Turner & Townsend, will be speaking to Airport colleagues about her career and sharing lessons she wish she had known at the beginning of her career.

2.3 External Communications

The Airport's winter marketing campaign continues, promoting the range of winter city, ski and sun options available from the Airport. The social media element of the campaign has reached over 237,000 individuals and has achieved over 43,000 clicks.

A brand new marketing campaign for Summer 2024 has been developed which will launch on Boxing Day. The campaign tag line 'Here to get you there' will be used on multiple channels to promote the Airport experience and our route options to our inner (60 minute drive time) and outer (60 – 120 minute drive time) catchment areas.

A selection of the adverts (using stock images) can be seen overleaf:

Newcastle International
Your Airport

Here
to get you
there

We're here for **award winning** customer service
Visit: newcastleinternational.com

Newcastle International
Your Airport

Here
to get you
there

We're here for **award winning** customer service
Visit: newcastleinternational.com

Dubai, UAE

Newcastle International
Your Airport

Here
to get you
there

Verona, Italy

Newcastle International
Your Airport

Here
to get you
there

3. Commercial

3.1 Retail and catering outlets

Commercial performance was strong this quarter, boosted by recent flights to NUFC games in Europe.

We have started working on two new units as part of the next stage of our 12-month investment programme in our food and beverage outlets.

Airside will have a Starbucks outlet that will open in December 2023, while Cabin Bar will be replaced by Aster and Thyme in March 2024.

We have also initiated the development of Aspire Lounge, which is scheduled to open in January 2024.



4. Corporate Affairs

In September we welcomed the Aviation Minister, Baroness Vere, on a visit to the Airport. The minister was shown around the security search area redevelopment and the new electric vehicles including the electric airside passenger bus. She also visited the Fire Station and the Air Traffic Control Tower to view the solar farm from above.

The Airport team discussed the challenges surrounding the new next generation security machines and the new processes for Summer 2024, we also discussed the increased levels of passengers requiring special assistance and the ambition to permit World Duty Free stores to operate in the baggage reclaim area for arriving passengers to benefit from.

5. Environmental Monitoring

5.1 Noise

5.1.1 Noise Complaints

During the period 1st August – 31st October 2023, Newcastle International Airport received 476 complaints from 63* individual complainants. A full breakdown is shown in Figure 1 and 2 and Table 1 below.

*This figure includes repeat complainers who submit complaints each month.

Figure 1: Complaints v Complainant during Aug – Oct 2023

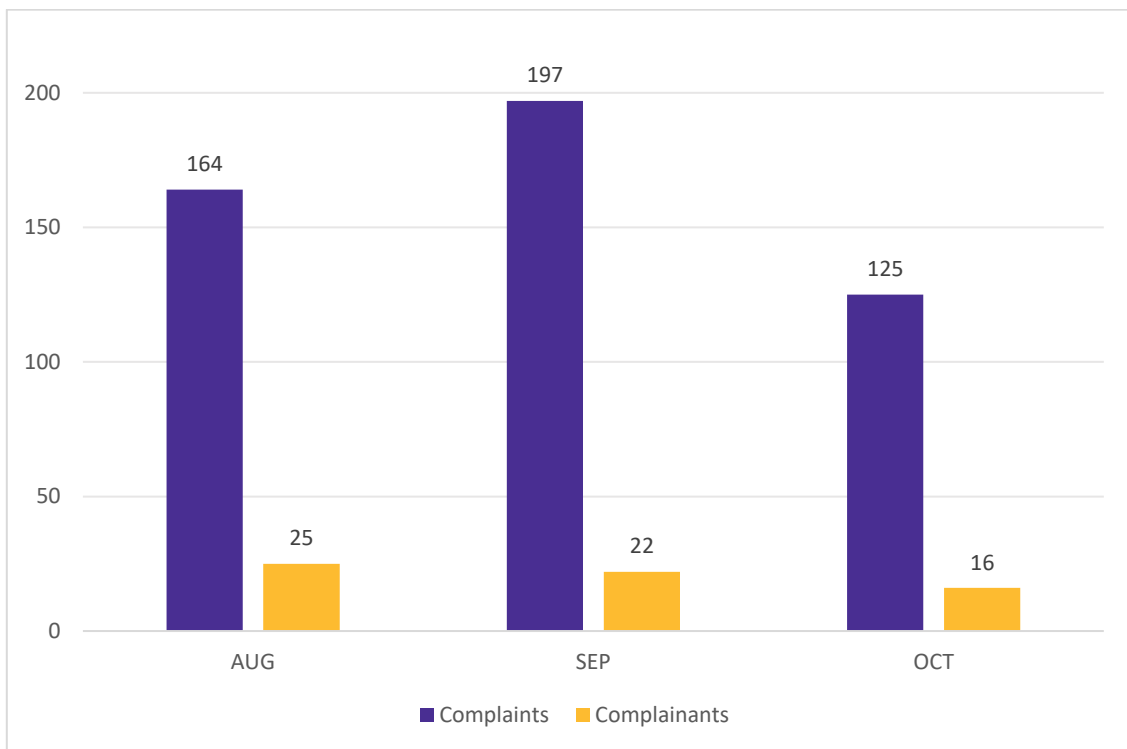


Figure 2: Percentage of aircraft movements generating a complaint YTD 2013 to 2023:

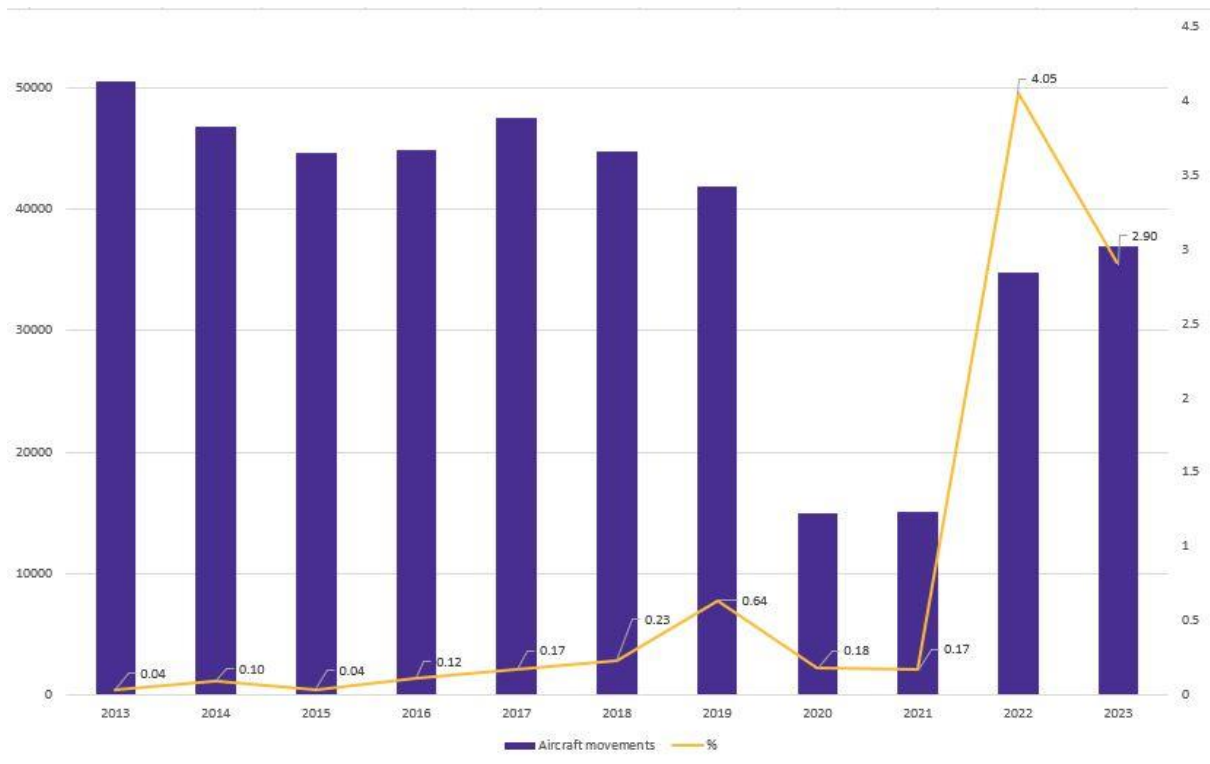


Table 1: Breakdown of Noise Complaints received 1st August – 31st October 2023.

| Month | Location | Reason | Operator | No. of complaints | No. of complainants |
|------------------|-----------------------|--|-----------------|--------------------------|----------------------------|
| August | Bedlington | Noise | Arrivals | 1 | 1 |
| | Clara Vale | Noise / Flight Paths | Departures | 22 | 6 |
| | Heddon | Noise / Flight Paths / Flight Schedule | Departures | 66 | 7 |
| | Hexham | Noise | Arrivals | 1 | 1 |
| | Muggleswick | Flight Paths | Departures | 34 | 1 |
| | New Biggin by the Sea | Noise | Arrivals | 1 | 1 |
| | Ponteland | Noise / Flight Schedule | Departures | 1 | 1 |
| | Ryton | Noise / Flight Schedule | Departures | 1 | 1 |
| | Seaton Delaval | Noise | Arrivals | 1 | 1 |
| | Throckley | Noise / Flight Schedule | Departures | 35 | 4 |
| | No Area Given | Flight Paths | Departures | 1 | 1 |
| September | Clara Vale | Noise / Flight Path | Departures | 17 | 2 |
| | Cramlington | Flight Paths | Arrivals | 1 | 1 |
| | Crawcrook | Noise | Arrivals | 3 | 2 |
| | Heddon | Noise / Flight Paths / Flight Schedule | Departures | 94 | 7 |
| | High Spen | Noise / Flight Schedule | Departures | 1 | 1 |

| | | | | | |
|----------------|---------------------------|-------------------------|------------|------------|-----------|
| | Muggleswick | Flight Paths | Departures | 38 | 1 |
| | Pelton Lane Ends | Noise / Flight Schedule | Departures | 1 | 1 |
| | Ponteland | Noise | Red Arrows | 1 | 1 |
| | Shotley Bridge | Noise / Flight Paths | Arrivals | 1 | 1 |
| | Throckley | Noise/ Flight Paths | Departures | 39 | 4 |
| | Wideopen | Noise | Arrivals | 1 | 1 |
| October | Chester-Le-Street | Noise | Departures | 1 | 1 |
| | Clara Vale | Noise / Flight Paths | Departures | 3 | 2 |
| | Heddon | Noise / Flight Paths | Departures | 76 | 5 |
| | Muggleswick | Flight Paths | Departures | 4 | 1 |
| | Richmond, North Yorkshire | Flight Paths | Arrivals | 1 | 1 |
| | Ryton | Noise | Departures | 3 | 1 |
| | Throckley | Noise/ Flight Schedule | Departures | 34 | 2 |
| | Wallsend | Flight Paths | Departures | 1 | 1 |
| | Westerhope | Noise | Departures | 1 | 1 |
| | Whitley Bay | Flight Paths | Departures | 1 | 1 |
| TOTAL | | | | 476 | 63 |

5.1.2 Noise Sub Committee

The Noise Sub Committee was held on Tuesday 22nd August 2023, three weeks prior to the Airport Consultative Committee. The meeting was well attended by Environmental Health Officers of the Local Authorities, representatives from parish councils and the chairman of location action group, Aircraft Noise Action Group.

Constructive discussions were had on the noise complaints analysis, feedback on the updated Noise Action Plan and the newly designed online noise complaints form for the Airport's website.

The new proposed online noise complaints form will be presented at the upcoming Airport Consultative Committee meeting for discussion and possible approval to implement.

A copy of the meeting minutes from the Sub Committee will be provided.

5.1.3 Noise and flight track monitoring system

The Noise and Flight Track Monitoring system, NoiseDesk is performing well and continues to be used for monitoring and investigating complaints, noise levels and compliance with the noise abatement procedures.

5.1.4 Web Trak

Web Trak is a publicly available software to track aircraft and monitor noise levels.

Web Trak tutorials are available on request - direct link is as follows:

<https://webtrak.emsbk.com/ncl4>.

5.1.5 Noise Complaints Line

Members are reminded that the direct complaints line telephone number is 0191 214 3569 and email noise@newcastleinternational.co.uk.

5.1.6 Noise Action Plan

Following the Noise Sub Committee and Airport Consultative Committee meetings in May and June, respectively where the Noise Action Plan was presented and initial comments were provided, the Noise Action Plan was updated and circulated to members for comment. Comments that were received, were reviewed and where comments were actionable, appropriate revisions have been made to the updated Noise Action Plan.

The Noise Action Plan was submitted to Defra on Friday 31st August 2023 for approval. Once approved, the new Noise Action Plan must be published on the Airport's website by February 2024.

5.2 Air Quality

Air quality monitoring for Nitrogen Oxides (NO_x) continues. The latest results recorded are for August - October 2023 which are shown in Table 2 below. The results for each location are added to the rolling average for the previous 12 months (also shown in Table 2) which are then compared to the legal limit for NO_x. The Air Quality Standards

Regulations 2010¹ require that the calendar year mean concentration of NO_x must not exceed 40 micrograms per cubic metre (ug/m³). The legal limit for NO_x has not been exceeded at any of the locations around the airfield.

Table 2: Air Quality Monitoring Results for August - September 2023.

| Location | NOx ug/m ³ | | Exceedance of Legal Limit? (Y/N) |
|-----------------------------------|-----------------------|-----------------------|----------------------------------|
| | August - September | Calendar Year Average | |
| In front of the Terminal Building | 14.8 | 14.4 | No |
| Stand 11 (north pier) | 31.1 | 28.6 | No |
| South-West end of Runway | 12.5 | 12.5 | No |
| North-East end of Runway | 9.8 | 10 | No |

¹ The Air Quality Standards Regulations 2010, accessed here: https://www.legislation.gov.uk/uksi/2010/1001/pdfs/uksi_20101001_en.pdf

5.3 Water quality

Monthly sampling of seven locations across the Airport continues. All monitoring data have recorded levels significantly below the set thresholds.

5.4 Waste

Waste management efforts continue on site, with concerted efforts to increase recycling rates. The Sustainability and Marketing Team are currently creating new, branded signage to be added to the North Goods Yard with the aim of improving waste segregation and recycling rates.

A food waste trial that begun with SSP at the start of June has performed well and has slowly been expanded to other catering outlets. From August to October, we segregated 8.6 tonnes of food waste which has been sent to anaerobic digestion, rather than waste to energy. A small food waste bin has been added into the kitchen of the admin main office as part of a new trial.

We are on track to achieve our on-site recycling target of 35% for 2023; a 5% increase compared to 2022. A further target for 2024 will be set.

Monthly walkabouts continue to be undertaken to monitor litter around the entrances to the Airport. Weekly inspections continue in the North Goods Yard.
