

To provide commentary for the STACC - London Stansted Airport Consultative Committee

January – March 2023

Report of the Managing Director

Business update:

London Stansted Airport recently released our traffic statistics for March, where we welcomed 1.9 million passengers – equating to 94 per cent of the passenger volumes we saw during the same month in 2019 – 99 per cent of whom passed through security in under 15 minutes. This is consistent with the strong, resilient post-COVID recovery we are seeing, and we now forecast around 28 million passengers in FY24.

Last month, we also saw the launch of several new routes from London Stansted, expanding our already extensive European network. Ryanair has launched a three-times-weekly service to Newquay, Wideroe started a twice-weekly service to Bergen, in Norway, and Jet2 has launched new flights to Athens and Rome.

As we approach the summer peak, we are embarking on a vigorous recruitment drive to fill the approximately 700 vacancies we still have across the airport campus. Our employment and outreach team have been busy promoting employment opportunities at job centres and careers fairs across the region and in North London. At the jobs fair we recently held at the airport, 40 on-site employers attended and there were over 1,400 job seekers too.

In February, we celebrated the 10-year anniversary of MAG taking ownership of London Stansted. In the past 10 years, more than 200 million passengers have travelled through the airport on 1.3 million flights to 299 destinations. Under MAG ownership, millions of pounds have been invested in revamping facilities, Jet2 and Emirates have been added to the list of carriers operating from the airport, and we have become the UK's number one European gateway.

At the start of the year, we commenced a five-month programme to fully resurface the runway, laying around 50,000 tonnes of asphalt and replacing 1,300 runway lights with energy-efficient LEDs. The first phase of the project focused on the middle section of the runway, requiring us to close the runway at midnight. We have successfully completed this phase and can now safely keep the runway operational whilst works take place at either end, to complete the project.

Overall, our performance was stable throughout the period with On Time Performance around 75%, which is one of the best performers in the U.K. Customer Service scores through NPS continue to rise as we progress through the winter for our terminal performance and our car park product has been and continues to receive excellent feedback on service.

Landside Operations Update:

CAA weighted mode share 2022 (unvalidated)

Mode	2019	2022
Private Car	35.5%	42%
Rail	33.2%	28%
Bus/Coach	19.1%	17%
Taxi	9.8%	11%
Hire car	2%	1%
Other	0.4%	0%
Total PT mode share	52.3%	45%

The above data is indicating a mode share switch away to non-mass transport, mainly due to the effect of the pandemic. A number of public transport services were reduced during and post pandemic not only due to COVID but the rising cost of fuel.

Focus is now through the Transport Forum to re-develop existing services as well as seek opportunities for new transport links to grow public transport mode share to retain back to 50%.

Rail

In early March, we learnt that the Department for Transport had approved a return to four trains per hour on the Stansted Express during the morning and evening peaks. This will take effect from May. Whilst it is not the clockface 15-minute service throughout the day which we had campaigned for, it is a step in the right direction, giving passengers a more convenient and resilient rail service between the airport and London during the busy periods. We are grateful to all those who have supported our campaign for an improved service and have further meetings planned with DfT and Greater Anglia on this topic.

Bus and Coach

National Express have reintroduced their London Paddington A5 coach service, providing a critical link to a key London interchange.

MAG and First Essex are working in partnership on a marketing campaign for the X10/X30 services. The 2 key services link Stansted to Southend and Basildon, as well as providing 30 minutes frequency to Chelmsford.

Express Set Down

A project is underway to replace the barrier equipment for Express Set Down and ANPR for all car parks. This will improve the customer journey through the car parks and reduce transaction time going through the Express Set down facility. Delivery of this enhancement will be over the next 6 months.

Enforcement Cameras

As part of the Airports highways authority responsibilities, new fixed cameras have been installed in key areas to deter drivers waiting, dropping off or picking up in unauthorised areas. This will improve health & safety and deter passengers waiting on verges and keep traffic flowing.

Customer Service Update:

Check-in

The refurbishment of the landside arrivals area is underway, with the move of the Information desk completed, and the removal of the Burger King seating also completed. Following a pause in the programme over the Easter holidays, the project will recommence wk/c 17th April, with an approximate 5-week programme. The project will provide new seating, a mix of the wooden benches (similar to what we have in the IDL), fixed laminate tables and chairs, and tall tables and hi-chairs. Overall, the seating available in the area will increase from the current 168, to 254, along with 60 tables.

All Check-In zones remain fully operational and are all in use.

The Ukrainian helpdesk remains located at the Shoreline ticket desk.

IDL, Satellites and Gates

All retail and F&B units in the IDL remain fully open, with all the new food and beverage outlets also serving their full menu.

The programme of installing charging points in the remainder of the wooden benches in the main IDL has commenced; this has been paused over the Easter holidays and will recommence wk/c 17th April.

The Quiet Seating Area on the mezzanine level has recently been deep cleaned and repainted, and new seating is on order for this area, due early May. As much of the seating in this area was damaged as a result of the chemicals used during the pandemic, we have replaced this on a temporary basis with some wooden seating, previously located in the baggage hall. We are also looking to install some chargers in the area, and brighten up the empty wall with some graphics, currently being designed by our marketing team.

The toilets in the IDL (Pret Corridor) and Decompression area have been refurbished, pending a larger project later in the year which will see replacement facilities installed.

All Satellites remain operational for passenger flights, and our Track Transit System is fully operational. Ground handling has been performing well with stable on time performance and good baggage delivery times.

Immigration

During the February half term (13th – 26th), Stansted was one of three ports trialling 10 and 11 years old using the E-gates – a proof of concept trial led by UKBF and supported locally by MAG hosts at the border. The trial was very successful, with positive feedback from UKBF, customers and MAG colleagues, and was extended throughout March. Following the continued success, this has now become BAU, and eligible 10 and 11 year olds will continue to be able to use the E-gates. This will have the positive impact of reducing the volume of customers who are required to use the family lane desks, so should reduce overall wait times.

There have been several days of strike action by the PCS union, which have included UKBF staff based at Stansted. UKBF utilised military personnel as contingency, and disruption to passengers has been minimal. A further PCS strike is expected on 28th April.

Non-EU desk queues continue to peak around 1200 – 1500 due to the profile of arriving flights at this time of day (particularly from Dubai and Turkey). Operationally we continue to focus on the E-gates as the primary means for adult passengers to pass through the border, and continue to work closely with UKBF on effective resourcing at the border, having a well-established weekly meeting and update, along with more in-depth summer planning sessions.

Accessibility

The positive trend in ECAC performance seen since September 2022 has continued with the targets for both prebooked and non-prebooked customers requiring assistance exceeded in January - March 2023. ECAC <20 minutes for pre-booked arriving customers was above target with 99.84% in January, 99.81% in February and 99.77% in March. For non-pre-booked customers requiring assistance, the performance continues to be above target with 100% of non-prebooked customers being met within 45 minutes of arrival from January 2023 - March 2023.

January saw a decrease in customers requiring assistance in line with the time of year. January saw 13,366 PRM movements in comparison to December which saw 15,727. February saw 11,209 and March saw 14,952.

Recruitment in preparation for Summer 2023 began in January with both the Customer Service Agent and Driver roles advertised. Included in this preparation was a review of pay rates which took into consideration the increase in the national minimum wage from April 2023 and how this is reflected within the attraction

strategy. Recruitment, particularly for the driver role was anticipated to be a challenge due to the large-scale recruitment activity taking place within various departments within the airport. However, the initial response rate was very good and with attentions fully focused on recruitment activity, by the end of March 2023, recruitment is on track for both roles.

Investments have been made into London Stansted's Ambulift resource which has seen an increase in vehicles from 8 in January 2023 to 10 in March 2023. The airport's collaboration with airline partners, handling agents and the service provider through the monthly assistance working group has continued and plans to trial the use of Aviramps in September 2023 are in progress.

In March 2023 the airport had its CAA audit and is currently awaiting the results of this. Initial feedback was very positive.

The Stansted Access for Everyone Forum was held on 30th March 2023 and was attended by long standing members of the SAFE Forum, our chairman, and Accessibility Manager. Members heard how the service was performing and were given updates including recruitment and resource status and plans for Summer 2023. Members also visited the security trial lanes and provided feedback on the new equipment and potential changes in process. Members fed back that this will be very beneficial to customers, particularly those who may need to bring through oversized medications.

Finally, members heard about some of the work Stansted has been undertaking to raise the profile of the assistance service. One of the key initiatives was the airports partnership with "Sign Live" which launched in February 2023 and gives deaf customers the option to communicate with airport staff using a British Sign Language app.

Terminal Security Update

As expected, the first three months of the year have seen high passenger numbers during February Half Term and the Easter holidays. The operational performance has been excellent with 99% of passengers passing through security in less than 15 minutes.

The quieter weeks at the start of the year have allowed us to focus on additional colleague training. Colleague briefings, peer to peer coaching and a new online training dashboard for managers has been rolled out in recent months.

Trials on our two 'CT lanes', the next generation of x-ray machines, continued through the quarter to help us understand the optimal set up on these lanes. The trial team expanded to over 55 officers and colleagues fed back that they enjoyed the ability to screen in 3D and were adapting to the new technology quickly. Feedback from customers has also been very positive, with many commenting that they found it quicker and more convenient than a traditional lane.

Recruitment for summer 2023 continues positively, and there has recently been added focus on recruiting female Security Officers to ensure there is a good gender balance within the department. We remain on track to achieve our target by the end of May.

Airport Developments and Planning Matters:

The drafting of the Sustainable Development Plan (SDP) is underway with a review of the consultation document being shared in due course. A meeting was held with STACC's EIG/UEG on 22nd February 2023 to provide an opportunity for early engagement and actions were taken away and have been considered and incorporated into the drafted document where appropriate. STACC will continue to be kept informed of progress and the confirmation of dates and locations / process for public consultation.

Corporate Social Responsibility (CSR):

Zero Carbon Airports:

Work has now started on the delivery of an electric vehicle (EV) charging facility at the airport. The facility, located on land off Thremhall Avenue, will initially provide 10 rapid chargers with scope to increase with demand to a total of 70 chargers. In the first phase, from mid-April until the end of May, the development will see site preparations including soil removal from land near Coopers End roundabout with relocation to land adjacent to Bassingbourn roundabout where a landscaping bund will be created. The facility is expected to be operational by April 2024.

To incentivise the use of zero emission aircraft at Stansted Airport, our Conditions of Use have been updated this year to reflect the emission flight competitions previously launched. Through these competitions, MAG committed to honour two prizes of five years free runway charges. The first prize is available to the first zero emission commercial aircraft to be based at one or more MAG airports, with the next prize available to the first zero aircraft operating transatlantic flights from one or more MAG airports.

Following the publication of the Government's Jet Zero Strategy last year, a number of consultations have recently been launched. These include:

- A call for evidence on the provision of consumer environmental information, enabling the development of policy requiring the provision of information to consumers about the climate impacts of flight bookings. The Civil Aviation Authority consultation closed on 7 April 2023, information is available online¹.
- A call for evidence intended to inform developing policy on the Government's 2040 zero emissions airport target. The Department for Transport consultation is available online² and closes on 2 May 2023.
- A consultation on a developing the UK sustainable aviation fuel mandate, requiring the blending of sustainable aviation fuel from 2025. The Department for Transport consultation is available online³ and closes on 22 June 2023.

On 17 April, MAG was proud to support the launch of the latest Sustainable Aviation Decarbonisation Road-Map. The Road-Map, developed by the industry coalition of the UK's leading airlines, airports, aerospace manufacturers, air service navigation providers, and innovation companies in SAF and carbon removals, in which MAG is a founding member, reaffirms the industry's commitment to achieve net zero carbon for UK aviation by 2050 and outlines the means by which the industry will achieve this goal. Further information is available on the Sustainable Aviation website⁴.

Future Airspace:

Following Stansted Airport receiving approval to progress to Stage 3 we continued to work with other change sponsors within the London Terminal Manoeuvring Area (LTMA) and Airspace Change Organising Group (ACOG) contributing to the development of the Masterplan and LTMA programme. Part of this work included attend Route Separation Workshops with other LTMA change sponsors.

¹ <https://consultations.caa.co.uk/policy-development/environmental-information-call-for-evidence/>

² <https://www.gov.uk/government/consultations/2040-zero-emissions-airport-target>

³ <https://www.gov.uk/government/consultations/pathway-to-net-zero-aviation-developing-the-uk-sustainable-aviation-fuel-mandate>

⁴ <https://www.sustainableaviation.co.uk/>

Opportunity For All:

Education

January 2023 - March 2023 saw 1072 students welcomed at the Aerozone. This took place across 36 visits from 24 different schools/education groups. We end the financial year on 2698 students, 47% of which were from priority areas.

In February, we reopened the booking form for our priority schools, giving them advance access to enable them to have their choice of dates for visits for the new academic year. We have received 22 bookings from priority schools as a result.

In February, we celebrated the United Nations International Day of Women and Girls in Science with talks from Sam Jeffcott (Head of Security Compliance) and Kathy Morrissey (Planning and Insights Director) to Year 7 students from Ralph Sadleir School from Puckeridge, Ware.

On World Book Day, we announced the second edition of 'The London Stansted Little Book of Travel Tales' which has been created as the result of a creative writing and drawing competition launched to local schools in the autumn term. 17 students had their poems, short stories or pictures selected to create the book and 5,000 copies have been printed to be distributed for free to young passengers travelling through Stansted during the spring/summer. On Wednesday 5th April, a number of the winning students and their families joined us at the Aerozone for a celebration event, before handing out the very first copies of the books to families in the terminal in the afternoon.

The mentoring programme at Forest Hall School drew to a close just before the Easter holidays and we will be collecting feedback from the students, the school and the mentors ahead of next year's programme.

Looking ahead, we expect to welcome another approx. 1200 students to the Aerozone by the end of this academic year.

Employment and Skills

Since January the Academy team has attended 28 employment and recruitment events across Essex, Hertfordshire, Cambridge and North London. The events included local and regional recruitment events organised by various Jobs Centre Plus, events organised by local MPs including Priti Patel MP, James Cartledge MP and Rob Halfon MP and various careers fairs at local colleges and universities.

75 local unemployed adults, who required additional assistance prior to applying for jobs, completed our pre-employment training programme since January 2023.

Looking ahead – our next Jobs Fair will be held on 27th April at Harlow Civic Centre showcasing current vacancies. The event is being organised in partnership with Harlow Council and will be attended by over 20 on-site businesses keen to promote their vacancies to local residents.

Local Voices:

Stansted Airport Community Fund:

In January we launched the application portal for the first round of Community Awards. We received a total of 23 applications, with 15 organisations successful in being awarded a grant. Grants ranged from £850 – £5000, with a more than £53,000 being awarded to the following organisations:

- 1st Chesterford Scout Group – scout hut extension - £5,000.
- Clavering Cricket Club - rethatching pavilion - £5,000
- Clavering Jubilee Field - playground equipment - £5,000
- Enterprise East Group, Saffron Walden - art equipment for visual arts project - £5,000

- Henham Village Hall - hall improvements - £5,000
- Hockerill Cricket Club - club house refurbishment - £5,000
- St Nicholas Church, Berden – new church roof - £5,000
- St Paul’s Harlow Town Centre with St Mary’s Little Parndon – building refurbishment - £5,000
- Little Hadham Village Hall Trust - new tables and chairs for events - £4,300
- Little Canfield Parish Council – traffic speed indication awareness equipment - £2,500
- Aythorpe Roding Village Hall – tables and chairs for events - £2,339
- Stansted Bowling Club - kitchen equipment - £2,000
- Great Chesterford Bowls Club - disabled access toilet - £1,000
- Hertfordshire Boat Rescue - specialist diving rescue kit - £1,000
- St Mary the Virgin, Wendens Ambo - new bell ropes - £850

Organisations who were unsuccessful have been contacted and provided further guidance for future applications.

The £50,000 flagship award will close on the 22nd of April, and we currently have six applications for this award. The committee will convene the week commencing the 18th of May to review applications and it is anticipated that we will be announcing the winner of this award in June.

The application portal is once again open for applications to the Community Award where there will be 4 opportunities for organisations to apply for grants of up to £5000, in this financial year. There will be a further £50,000 Flagship Award which will open for applications in June.

Regular information sharing sessions will take place throughout the year to support organisations through the application process.

Sound Insulation Grants:

Further information has been provided on our website to make residents aware of the Sound Insulation Grant Scheme, in addition to information being provided to Uttlesford District Council. To date we have received approximately 60 applications which are currently with our managing agents Strutt and Parker to arrange surveys. Once the surveys have been carried out, we will discuss the options available to residents to proceed with the works.

Community Outreach:

January to March has seen lots of colleague volunteering, with many of our staff supporting local projects. Some of the key areas where we have been volunteering are:

- Hadham Forge Museum
 - o Painting and decorating new exhibition space and outside of the building.
- Plant Pots and Wellies:
 - o Building a new wigwam and general gardening duties
- Saffron Walden Allotments:
 - o Laying a new path to make the site more accessible for wheelchair users and painting their timber lodge.

In the summer of 2022, we pledged to plant a tree for every employee working for MAG on the day of the Queen's Jubilee. This was to form part of the Queen's Green canopy programme which was set up to encourage businesses and individuals to plant trees and create a legacy for the Queen. In March, colleagues from Stansted Airport took part in our tree planting programme where we planted 1600 hundred trees in partnership with the Gunyah Vineyard in Stansted Mountfitchet. Managing Director Gareth Powell planted our final tree on the north side of the airport. This tree is positioned alongside the US Air Force 'Tree of Remembrance' and will be a lasting legacy to the Queen.

Youth Forum:

In March we held the second meeting of our Youth Forum, with 20 students from Cambridge Regional College and Stansted Airport College joining us to discuss the wide range of opportunities for young people at Stansted Airport. MAG employees provided information on our education, apprenticeship, and graduate trainee programmes, as well as hosting a discussion on our equality and diversity programme. Our next meeting will be held in June with a focus on Local Voices specifically exploring our methods of communicating with young people.

It is envisaged at a member of the youth forum will also attend STACC and provide feedback on the forum at future meetings.

Local organisation support

We continue to work and support local organisations to fundraise within our terminal building. In the last three months we have enabled the Bishop Stortford Scouts as well as the Oblivion Allstars Cheerleading Club from Great Dunmow to raise much needed funds for their future international tours.

Noise management:

Following the introduction of lower departure noise limits in May 2022, we recorded a total of 4 noise infringements (January – March 2023). Collectively these infringements generated £4,000 for the new Community Fund. Night operations have been much reduced due to the full closure of the runway overnight between Saturday and Wednesday to resurfacing work.

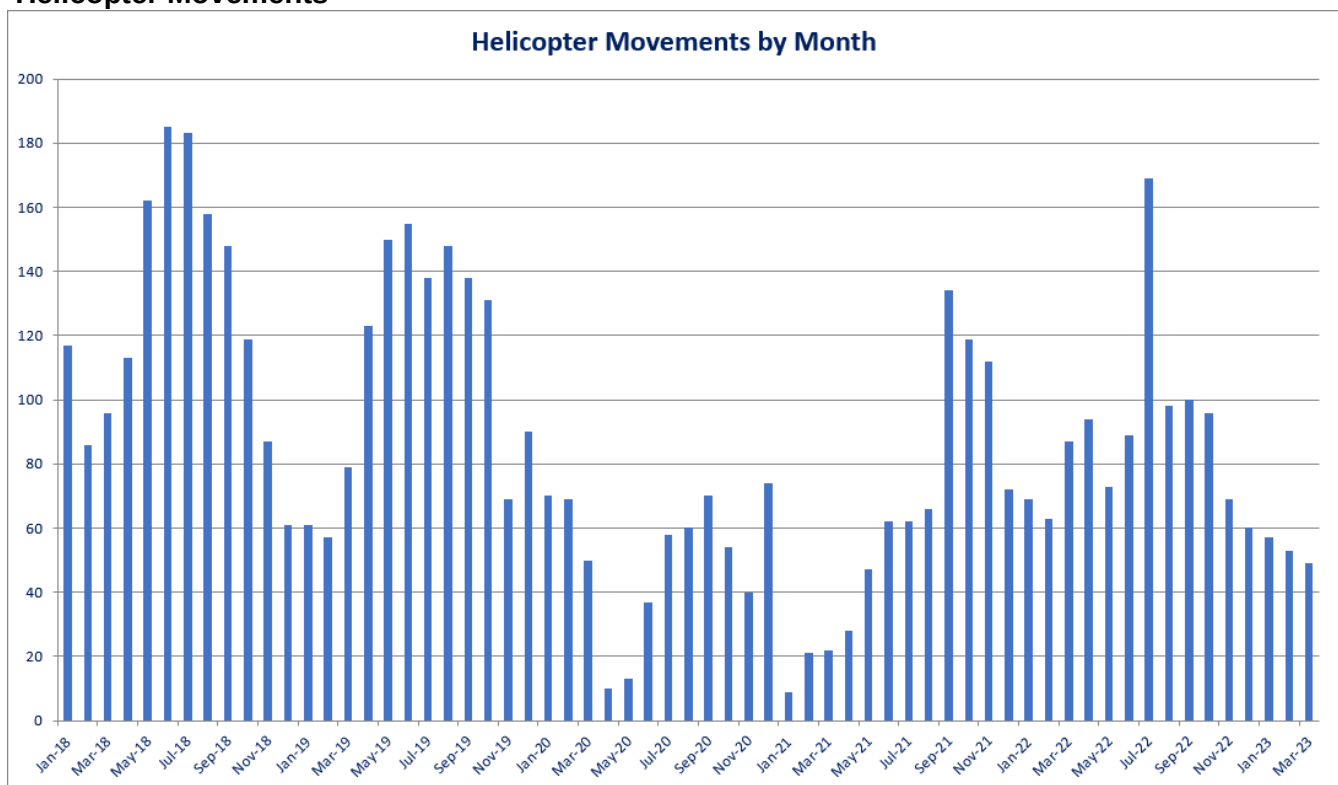
Departure track keeping performance remains at very high compliance rates, keeping well above 99.5%, despite some inclement weather towards the end of March. Continuous descent approaches and continuous climb departures remain above pre-pandemic levels. We expect compliance with continuous climb departure compliance to reduce as other airports get busier, particularly on southbound and westbound routes, due to interactions with other airports current routes structures.

We are currently developing our Noise Action Plan for 2024-28. Our drafting has been supported by initial engagement with the Environmental Issues Group (EIG). Further updates, including an overview during consultation, will be provided to the Consultative Committee.

Night Flights / Helicopter Movements

Month	Night Movements	QC Points	Helicopter Movements
April 2022	1,080	531.875	94
May 2022	1,229	617.25	73
June 2022	1,378	677.75	89
July 2022	1,503	746.625	169
August 2022	1,442	716	98
September 2022	1,356	669.875	100
October 2022	1,320	638.125	96
November 2022	794	405	69
December 2022	927	477.625	60
January 2023	422	219.375	57
February 2023	322	168.625	53
March 2023	534	279.375	49

Helicopter Movements



Appendix 1a. Summary of traffic stats Jan – Mar 2023 vs 2022

Appendix 1b. Summary of traffic stats Jan – Mar 2023 vs 2020