

EAST MIDLANDS AIRPORT

COMMUNITY flyer

WORKING TOGETHER FOR A BRIGHTER FUTURE



WELCOME

Welcome to the summer issue of the EMA Community Flyer. As predicted, we will welcome more passengers this year than in 2022 as confidence and demand continues to recover following the pandemic. I'm very much looking forward to our strongest year since 2019. All our planning ahead of the summer is paying off and we're in a great place as we approach our busiest time of year.

Our focus is to provide a seamless airport experience to all passengers who use EMA so that they have the best possible start to their trips, whether they be short breaks or longer holidays.

All our airlines that have aircraft based here have added to their fleets and have brought back additional routes this summer including Antalya (Turkey), Hurghada (Egypt), Gran Canaria, Newquay and Paris.

Our customers tell us that the ease and convenience of using EMA is a top consideration, with the Civil Aviation Authority reporting fewer flight delays at EMA than at any other UK airport, and over 99% of passengers getting through security in under 15 minutes. We are also incredibly proud to have won a prestigious Business Disability Forum 'Disability Smart Inclusive Customer Service' award for our innovative and

inclusive approach to customer service.

As always, we welcome your views. You can contact our Community Engagement team at community@eastmidlandsairport.com

STEVE GRIFFITHS
Managing Director

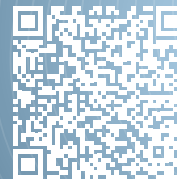
HAVE YOUR SAY ON OUR DRAFT NOISE ACTION PLAN

We are committed to minimising the impact of our airport's operations on our neighbouring communities, which is why our Noise Action Plan is such an important document.

The public consultation of our draft Noise Action Plan (2024-2028), which builds on previous Noise Action Plans and sets out how we will manage the effects and impact of aircraft noise and operations on communities living around the airport, is now open. We are committed to being open in sharing our plan and ensuring that it reflects the views of

the airport's users and neighbours. That is why we want your feedback to help shape the plan. Our Noise Action Plan consultation closes on **Monday 31st July 2023**. Your views are **important** to us so please make sure you submit your feedback by this date.

The Draft Noise Action Plan (2024-2028) is available to download on our website at www.eastmidlandsairport.com/community along with an informational video and links to our NAP Feedback Form. You can also scan the QR code to find all our consultation material on our website.





We are committed to addressing the issues which matter most to people living near us

EMA LOW CARBON ENERGY FUND HELPS SAVE LIVES WITH ST JOHN AMBULANCE

St John Ambulance was recently awarded £10,000 from the East Midlands Airport Low Carbon Energy Fund towards a new electric car.

Alison Cook, Community Fundraising Manager for St John Ambulance said "The introduction of the new electric car will be a huge support to our volunteers as they carry out their day-to-day activities. It means we can safely and efficiently transport up to five people at any one time reducing the number of personal vehicles that would have been used without this fantastic new asset."

The EMA Community Fund has ring-fenced £200,000 to provide a Low Carbon Energy Fund for proven low carbon energy projects like solar panels, LED installations, electric charging points, air and ground source heating. This aligns with both MAG's 'Zero Carbon Airports' agenda and wider COP26 targets. You can find out about the EMA Low Carbon Energy Grant fund [here](#).



FINDERN SCHOOL GETS ECO-GARDEN MAKEOVER



As part of the recent EMA School Eco-Garden Competition, Findern Primary school secured £3,220 to improve their school garden.

A team of eight airport volunteers joined staff and students at the school to help with various gardening jobs, including digging and installing a new pond, creating and installing new habitats and restoring the bird hide.

The team will be back in the summer holidays to improve the fencing around the pond and garden. The EMA Eco-Garden Fund is still open and schools can bid for up

to £10,000 to turn their Eco-Garden dream into a reality. For more information and to apply please click [here](#).



YOUTH FORUM CELEBRATES THE END OF ITS FIRST YEAR AT EMA

Members of the Airport Youth Forum were rewarded for their efforts with a celebration event to mark the end of the first full year that the forum has been running.

Members had the opportunity for some hands-on activities at our Fire Station and experience the thrill of driving down the runway after a guided tour of the airfield. The day was finished off with a delicious

meal in our newly refurbished Frankie & Benny's restaurant.

We look forward to welcoming many existing Youth Forum members back in the new academic year, along with some new faces. If you are interested in joining our Youth Forum, or you know of someone who would benefit, you can find out more [here](#), or email community@eastmidlandsairport.com for more information!



OPPORTUNITY FOR ALL



AIRPORT PUBLISHES VERY FIRST 'LITTLE BOOK OF TRAVEL TALES'

This spring children from schools across the region were invited by the airport to take part in a writing competition to create content for a brand-new book called 'The Little Book of Travel Tales'.

Local children submitted around eighty poems and short stories about travel, flight, airports, aircraft, holidays abroad and working at an airport. We received entries from 12 local schools,

and 16 children had their work chosen to feature in the book, which also includes puzzles and fun activities.

Winners were invited to the airport in the Easter holidays for a special event marking the start of our summer season. They handed out copies of their book to young passengers setting off on their holidays and free copies of the book will be available all summer to children travelling through the airport.



YOU ARE HIRED!

This year the airport has once again supported Derby College Travel and Tourism students through a series of visits to our Aerozone to learn about airport operations.

The Derby College Partnership programme provides students with experiences and opportunities which are invaluable in enhancing their studies in college and advancing their career in aviation, as they learn about a wide variety of airport departments, meet airport staff and build connections.

Highlights of the programme included behind-the-scenes tours, mock interviews and customer service assessments.

The students also support the airport's annual jobs fair and are offered a 2-day work experience placement in our Customer Services and Airfield Operations departments. At least two students from the course have already secured employment at the airport for this summer with MAG and Ryanair.

"Having done the work experience during the Easter holidays, I was so grateful for the fantastic opportunity. I learned new skills, communicating with the EMA team, and developed my travel and tourism studies. Thank you, MAG and the EMA team!"

KIDS AT WORK DAY

Children with a family member that works at the airport were invited to the airport for a fun-packed day of activities, experiencing what goes on behind the scenes of the busy airport where their parent or carer works each day.

The children visited the Airport Fire Station and Air Traffic Control Tower, enjoyed a ride out on the runway and got up close to some light aircraft at Donnington Aviation and a big cargo plane at the DHL maintenance hangar.



We are committed to cutting our reliance on fossil fuels, reduce waste and emissions

ZERO
CARBON
AIRPORTS

ZERO
CARBON

MAG LEADS THE WAY IN CLIMATE ACTION

We are thrilled to announce that Manchester Airports Group, which includes East Midlands Airport, has once again been recognised as a European Climate Leader in the prestigious Financial Times 2023 European Climate Leaders list.

We are the only airport group in the United Kingdom to have received this recognition for three consecutive years, highlighting our dedication to reducing our carbon footprint and leading the way in the aviation industry's transition towards a greener future.



EMA MAKES SIGNIFICANT INVESTMENT INTO SURFACE WATER MANAGEMENT

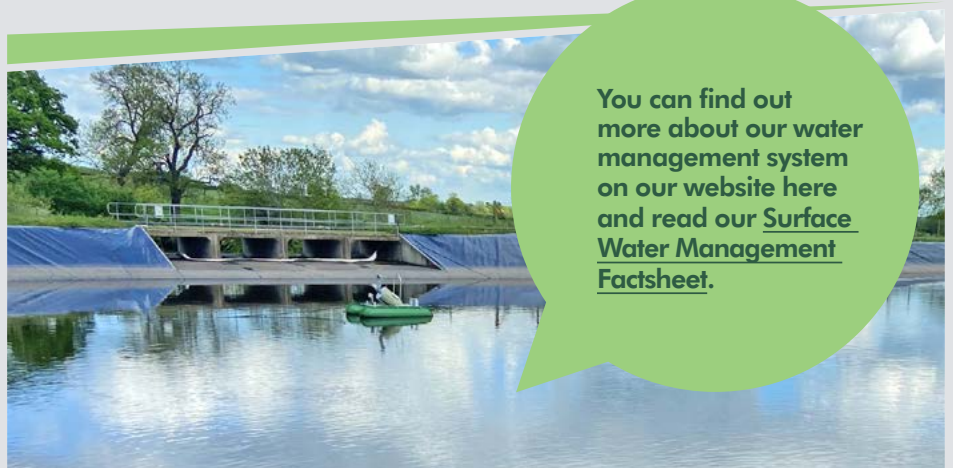
Significant investment has been made into the East Midlands Airport surface water management system this year and further investments are planned. We are focused on ensuring that all water that is released from the airport site is legally compliant.

We have installed specialist aeration and analysis equipment in our western summer pond. This has allowed us to be able to carry out significant maintenance works to the ponds throughout summer, such as the removal of vegetation siltation, liner repair to the western catchment ponds and the inspection and replacement of transfer pumps.

The winter de-icer capture operation as well as a significant programme of CCTV

survey work to confirm drainage network route and condition will help remove contamination before it enters the surface water system.

We also have several longer-term projects to ensure that we continue to improve the quality of water being released. At our eastern catchment we have installed a diversion to ensure contaminated water is directed to our winter pond where water can be contained and treated before release. We have also invested in new and improved monitoring equipment. These investments allow us to monitor flow and quality data to enable the design of further treatment and capacity improvement solutions.



You can find out more about our water management system on our website here and read our [Surface Water Management Factsheet](#).

You can contact our Community Engagement team at community@eastmidlandsairport.com or have a chat face-to-face at one of our [community outreach events](#). You can find our quarterly newsletters and sign up to receive them [here](#)

Find out more about the EMA Community Fund and our [Community Sponsorship Fund](#).

Find out more about our Sound Insulation Grant Scheme and Vortex protection scheme – [Supporting our Community](#)

Find out more about our education programmes, Aerozone education centre and the EMA Employment Academy here – [EMA Employment, Skills and Education](#). For more information about free courses and on-site vacancies email MAG.Academies@magairports.com

Find out more about how we manage the impact of aircraft noise here – [Living Near the Airport and Managing Noise](#).

You can also report a noise disturbance [here](#)

For Airport Customer Services and Feedback: 0808 169 7030

For more information on how we store and use your data:

www.eastmidlandsairport.com/privacy-notice

