

***Minutes of the Quarterly Meeting of INVERNESS AIRPORT
CONSULTATIVE COMMITTEE, held in the Conference Room, Inverness
Airport, on
Thursday 16th. March 2023.***

<u>Present:</u>	Mrs. Pat Hayden	Chairman	Passenger Rep.
	Graeme Bell,		Inverness Airport-General Manager
	Cheryl Campbell.		Inverness Airport
	Dan Mason.		Inverness Airport.
	Grant Campbell.		SCDI
	Ian Booth.		Nairn Access Panel.
	Amanda Rennie.		AGS Assist/PRM Manager.
	Dorothy Green.		Courtyard by Marriott
	Jayne Golding.		HITRANS.
	Lisa Horigan.		BA.
	Scott Treasurer.		Dalcross Handling & Logistics.
	Stan Munro.		Minute Secretary.

Pat welcomed everyone to the meeting and was pleased to welcome Lisa Horigan and Jayne Golding attending their first meeting of the committee.

Before starting the business of the meeting, Pat, on behalf of the committee, wanted to congratulate Graeme, his team and all staff at the airport for their recent string of awards. For the 3rd year in succession, they have been named the Best Airport in Europe handling under 2 million passengers per year. In addition, they have won the award for the Most Dedicated Staff in Europe, Easiest Airport Journey in Europe and the Cleanest Airport in Europe, these awards being across ALL sizes of European Airports and all awards are based on passenger feedback. Pat asked Graeme to pass on our congratulations to all involved.

2. Apologies.

Douglas Ross	M.P.
Neil Young.	Highland Council.
Ian Blackford	M.P.
David Greenwood.	KLM.
Ina Davies.	Courtyard by Marriott.
Trish Robertson.	HC
Morven Reid.	HC
Michael Golding.	Visit Inverness & Loch Ness.

3. Minutes of meeting held on Thursday 15th. December 2022. The Minute was unanimously approved.

4. Airport Management Report. Graeme, Cheryl and Dan gave a comprehensive report which is attached as pages 1-10 of Appendix 1. All three expanded on the various slides giving members a clearer idea of how things are progressing.

Graeme added that the existing Body Scanner in Security is being replaced with an up-graded version which should be in operation by the end of the month. Also by the end of the month they will have a Liquid Testing Machine operating in the Security area. Both of these items of equipment will hopefully further improve the experience for passengers and help staff.

In response to a question from Pat, Graeme gave some details to the background about the present Industrial Action. It has been suspended while a ballot takes place and the result is due next Monday.

Pat thanked Graeme, Cheryl and Dan for their report.

5. Airport Operators Report. Dalcross Handling & Logistics.- Scott gave an update for the committee on their operation.

With the Summer Schedule coming into effect at the end of March, they will see an increase in daily flights with BA, KLM and EasyJet and are gearing up accordingly. TUI will also be operating some services

Getting staff continues to be a problem, but Scott is hopeful that following recent appointments, they will be adequately staffed.

Over the winter months, de-icing has gone well. It was only a couple days when the runway was closed first thing in the morning but was operational by 10am both times.

As a company, they continue to move towards electric equipment and 7 new items have been purchased, as a further positive contribution to going Green.

Scott said the airlines are happy with their performance and he praised the staff for their hard work and team spirit.

British Airways. - Lisa was delighted to be attending the meeting on behalf of BA. She commented that of the airports under her oversight, Inverness was the least 'troublesome'. She commented on an issue they have with their early morning flight because some passengers are arriving at the airport by bus, which arrives about the time check-in for the flight closes. Graeme said it is an issue the airport is aware of. She also advised that the airline's staff will be taking measures to encourage recycling, as part of the airline's Green agenda.

Pat thanked Scott and Lisa for their reports.

6. PRM- Performance Report. Amanda gave this report expanding on the slides in her PowerPoint presentation. It was very encouraging to hear the positive feedback from passengers and also useful to see how they are always looking to improve their service even more, all designed to give their passengers a positive experience when flying.

In addition, Amanda and her team are happy to arrange visits for children so they can be reassured about any potential flights they will be taking in the future.

The PRM report is attached as pages 11-16 of Appendix 1

Pat thanked Amanda for her report and congratulated her and her staff on their excellent service to passengers.

7. **A.O.C.B.** No items were raised.

8. **Date of Next Meeting.** The next meeting will be held on **Thursday 15th. June 2023 at 11 am.**

Pat thanked everyone for attending and contributing to the meeting, stating it was a great pleasure to share such positive news about our airport.