



Welcome to the latest edition of Airport News

Airport News is designed to keep the parishes and schools closest to East Midlands Airport informed about airport news and information.

Please get in touch if you would like a representative from the Community Relations team to attend any Parish Council meetings. We are committed to supporting the local community and can be available on request to attend meetings, to give an update on airport operations.

Colleen Hempson, Hannah Borkett and Penny Cureton.

Community Relations

Get in touch:

Call:
01332 818414

Email:
community@eastmidlandsairport.com

Visit:
eastmidlandsairport.com/community

Visit our new Aerozone web pages:
eastmidlandsairport.com/emaweb.nsf/Content/Aerozone

East Midlands Airport successfully renews CommunityMark

East Midlands Airport (EMA) has renewed its CommunityMark status for the fourth year and is one of only 36 companies in the UK to hold this prestigious title. The CommunityMark, awarded by Business in the Community, is the UK's premier standard for leadership and excellence in community investment.

The award recognises businesses that are leading the way in supporting local communities. CommunityMark holders are expected to prioritise the most pressing issues in their communities and make a measurable difference across different areas of responsible business such as helping people into employment, supporting social enterprise and building long term partnerships with schools.

East Midlands Airport was applauded particularly for its clear sustainable development plan, its consultation with external stakeholders and partnerships with external agencies, especially through the Aerozone education centre and the Airport Academy. Both facilities were described as two examples of best practice.

Key achievements for EMA over the past year include:

- Hosting over 3500 school children into the Aerozone education centre
- Hosting 162 people in the Airport Academy, who have received training and the opportunity to secure employment at the airport.
- 18% of airport colleagues volunteering in the community in the past year.
- £750,000 donated to over 100 community groups through the airports Community Fund.

Neil Robinson, MAG CSR Director said: *"We're delighted to have been recognised once again with this highly respected national award. To be one of only 36 companies to have achieved this award and to have been benchmarked at such a high level clearly demonstrates that our strategy and efforts are heading in the right direction and we will continue to strive for excellence in this area."*



Top quality service at EMA!

EMA has achieved its highest ever Airport Service Quality (ASQ) score - and one of the best ever scores in group history. ASQ is the only global benchmarking programme measuring passengers satisfaction about their journey, with a series of questions, which they can rank out of five whilst they are at the airport.

Overall satisfaction has consistently improved over the last year to reach its current score of 4.11, which is above target, whilst business passenger satisfaction has also increased significantly from 3.53 last quarter to its current score of 4.05.

Howard Ebison, Customer Service and Security Manager at EMA said: *"The work that has been undertaken over the last 12 months with the terminal transformation and the recent changes we've had in the organisation has definitely played a part in increasing the scores. Colleague commitment to keep customers at the centre of everything we do is testament to the scores."*

Summer Activity Dates

This year EMA will once again be inviting children and their parents to the airport site to take part in fun activities and learn something new about their local airport.

Children between 5 and 11 will be able to come along with their parent or guardian to the Aerozone, our on site education centre, where there will be a number of different activities for them to get involved in including creating passports, collage creations, creative food competitions, role play, a mini treasure hunt and a visit from our fire fighters or police officers.

If you are interested in coming along booking is essential. The activity sessions will take place on the following dates:

Tuesday 28 July	Thursday 30 July
Tuesday 4 August	Thursday 6 August
Tuesday 11 August	Thursday 13 August
Tuesday 18 August	Thursday 20 August
Tuesday 25 August	

All sessions will take place between 10 and 11.30am and each session will follow the same theme. There is a cost of £3 per child which is required to confirm your child's place.

EMA part of the salute to V-Force tour

With the sad news that this is to be the final season that anyone will see the last flying Vulcan, we can confirm that as part of its farewell, the Vulcan to the Sky Trust has decided to mount a tour, with visits to all of the remaining V-bombers around the UK.

EMA will be included in the tour, and a display will take place on Saturday 27 June 2015. For more details and up to date timings please visit www.vulcantothesky.org.

We look forward to this nostalgic event and hope to see you there!



Outreach 2015

Community outreach events are part of the airport's commitment to engage with the local community. They allow local residents to drop in and meet airport colleagues, ask any questions or voice any concerns.

Whether you would like to know more about our work experience programme, our commitment to the environment, our onsite education centre or how to apply for the Community Fund or sponsorship, the Community Relations team will be on hand to help. Please see below for 2015 outreach dates.

Monday 15 June - 4 - 7pm - Castle Donington Library.
Saturday 11 July - 12 - 5pm - Melbourne Fete and Carnival.
Saturday 5 September - 12 - 5pm - Diseworth Village Fair.
Tuesday 6 October - 4 - 7pm - Kegworth Parish Rooms.

