



# Aberdeen International Airport Annual Noise Report 2020

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## Foreword

2020 was a challenging year for aviation and at Aberdeen International Airport it was no different.

Our airport provides an essential service to a host of different industries and sectors as well as making sure the north east of Scotland has a competitive and attractive leisure offering.

Aberdeen International Airport supported the energy sector throughout the last year and kept the airport open to service lifeline flights for the Highland and Islands and air ambulance flights.

While covid-19 had a huge impact on our airport our facilities are always improving, and we work every day on improving customer experience.

We took steps to install health measures early in the pandemic to protect the safety of our staff and those needing to use essential services.

Operating such an important national asset comes with responsibilities, and in talking to our neighbouring communities and other stakeholders, I know that airport related noise is an important issue for many people.

Managing noise effects is an integral part of how we grow the airport responsibly in a manner that balances the positive economic and social benefits of the airport and some of the more negative effects such as noise.

Over the years we have introduced a comprehensive package of noise-related measures. We are continuing to work with a number of stakeholders to identify the best measures to mitigate the adverse effects of aviation noise for a significant number of residents who live near Aberdeen International Airport.

This annual report summarises our noise-related performance in 2020.



Mark Beveridge  
Operations Director

## Air Traffic Statistics

### 2020 Summary

In 2020, Aberdeen International Airport (ABZ) supported 1.03 million passengers, through approximately 60,000 aircraft movements, including both arriving and departing aircraft from commercial, private and chartered flights. Of this, almost 650,000 passengers passed through Aberdeen Airport’s fixed-wing terminal, and over 385,000 through one of our four helicopter terminals.

Due to the ongoing impacts of the COVID-19 pandemic, this was a reduction of 65% against 2019 passenger numbers - from close to 3 million, to just over 1 – and a 34% reduction in flight movements. Though leisure travel was almost eliminated out due to the Coronavirus pandemic, lifeline flights and helicopter movements ensured ABZ’s vitality and operations remained functional and essential.

2020 was an anomalous year for Aberdeen International Airport and aviation in general. It is therefore not appropriate in some cases to identify trends in the data. Please consider these impacts throughout the context of this report.

Aberdeen International Airport supports over 20 airlines flying to 58 routine destinations across the UK and Europe. More information can be found at <https://www.aberdeenairport.com/flight-information/destinations/> with information on new routes, holiday inspiration and an interactive destination map. Figure 1 below shows the percentage split between each airline operator in 2020. With the collapse of FlyBe in March 2020, followed very shortly by the worldwide ‘lockdown’ as a result of the COVID-19 pandemic, the composition of aircraft operating out of Aberdeen changed. A significant proportion of flights during 2020 were to support connectivity between mainland Scotland and the Highlands and Islands, and to ensure the ongoing survival of the offshore oil and gas industry. This is seen by the four helicopter operators and our Highlands flight operator, Loganair, making up almost 70% of flights in 2020.

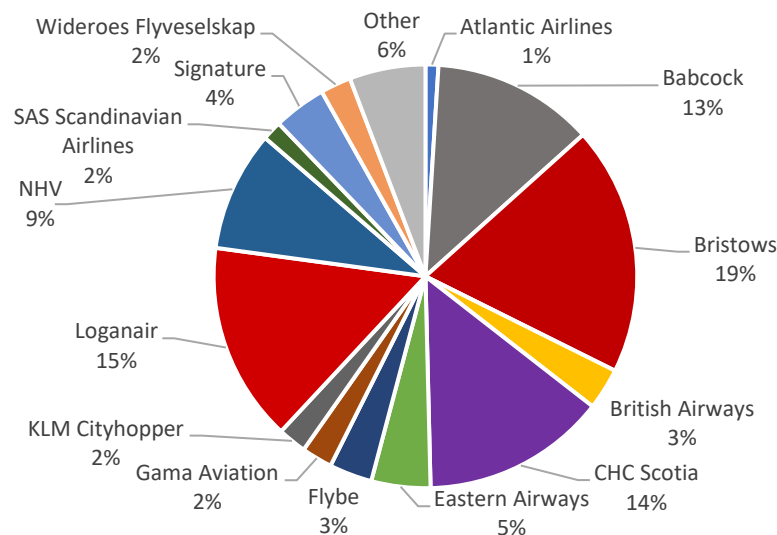


Fig 1. Pie Chart showing the proportion of flights operated by airlines. Percentages are of all movements and include arrivals and departures. Flights with <500 movements were combined into ‘other’ section of chart. This pie chart is based on number of movements by each operator, not PAX.

In terms of arriving and departing flights, there was an almost 50/50 split, with only 60 movements between (Fig 2). January saw the most arrivals and departures at ABZ in 2020, pre-COVID 19 restrictions, whilst October had the most arrivals and departures in the current COVID-19 climate. August 2020 saw the largest inter-month difference, with 16 more arrivals than departures.

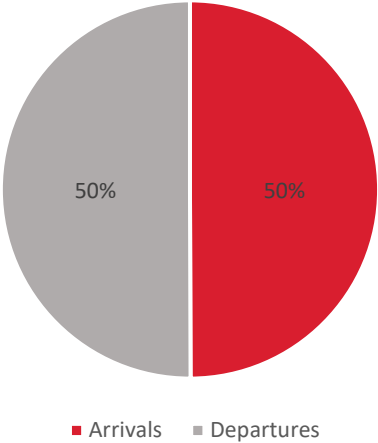


Fig 2. Pie chart showing the split of arrivals and departures at ABZ in 2020 of both fixed-wing and rotatory flights.

The unique operations of ABZ, being one of the busiest heliports in Europe, can be seen in the airline operator distribution above, and the pie chart below (Fig 3). Helicopter operations made up 56% of total aircraft movements into and out of ABZ in 2020. In contrast, 58% of movements were fixed-wing in 2019, against 42% rotary. Though helicopter operations were closer to ‘business as usual’ in 2020, the passenger capacity of helicopters to planes and the visible reduction of passenger numbers demonstrates the impact limited leisure travel has on the aviation sector. The largest helicopter in operation at ABZ, the S92 aircraft, has a maximum capacity of 19 passengers, whilst the biggest fixed-wing aircraft, the A321 can carry up to 230 passengers.

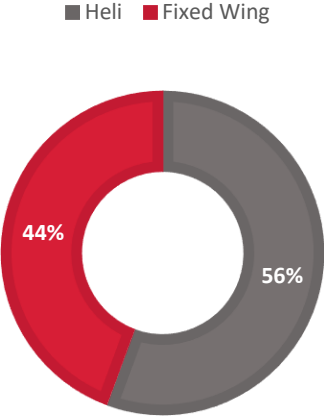


Fig 3. Flight movement split by fixed-wing and helicopter operations at ABZ Airport during 2020.

## Aircraft Movements

Figure 4 summarises the number of movements per specific aircraft type in 2020. In addition to commercial passenger flights, Aberdeen International Airport supports cargo, air ambulance flights, general aviation, military, and training flights. ABZ operates 24/7, 365 days a year, with restrictions on commercial rotary operations only. 105 different types of fixed-wing aircraft arrived and/or departed from Aberdeen International Airport in 2020, against 16 different types of helicopters.

As displayed in Fig 4A, the Saab 340 had the most fixed-wing movements at ABZ, followed by the Dash 8-Q400, the EMB-145 and Jetstream 41. All of these are commercial aircraft; the majority of which are operated by Loganair and Eastern Airways – connecting the North East to the Highlands and Islands of Scotland. ‘Other’ flights combine all aircraft that completed >200 movements in 2020. Fig 4B demonstrates the breakdown of aircraft movement by type for the helicopter operations. The S92 aircraft had the most movements, making 61% of all helicopter journeys to and from ABZ. ‘Other’ flights combine all helicopters that completed >350 movements in 2020. Fig 4C summarises both fixed-wing and helicopter movements by aircraft type. This combined graph shows the stark difference between the variation of aircraft at ABZ – whilst the helicopter operations were completed almost entirely using five aircraft, the fixed-wing operation was far more diverse. In Fig 4C, other fixed-wing movements combined aircraft that completed >1000 movements in 2020.

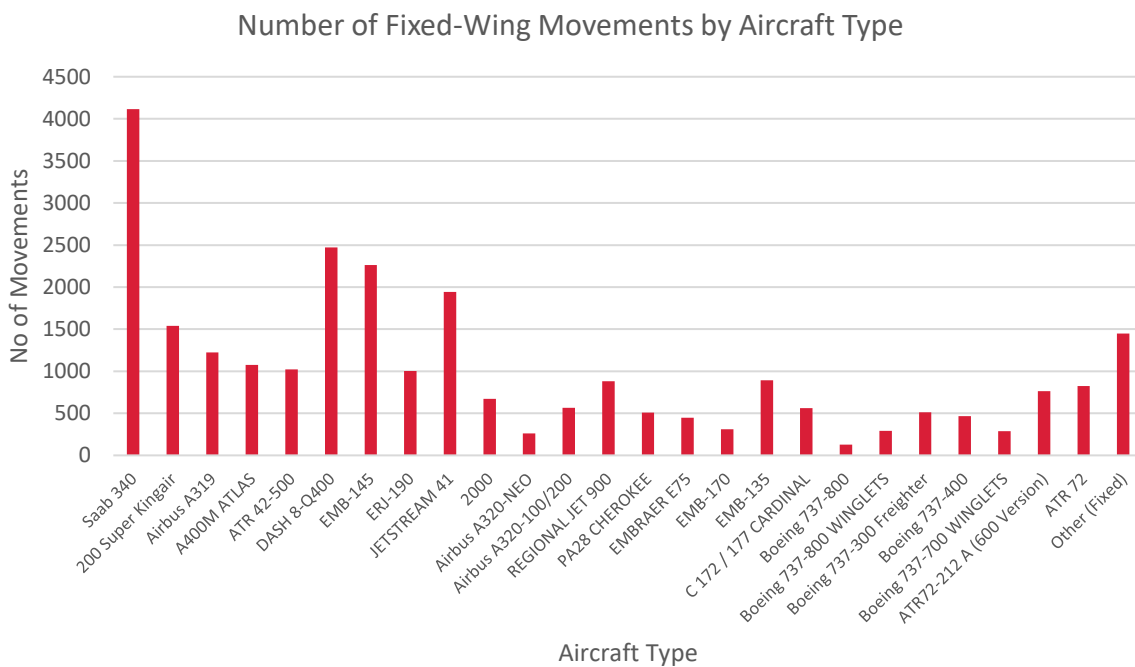


Fig 4A. Summary of movements for fixed-wing aircraft into and out of ABZ in 2020. Flights deemed in ‘other’ category had less than 200 movements.

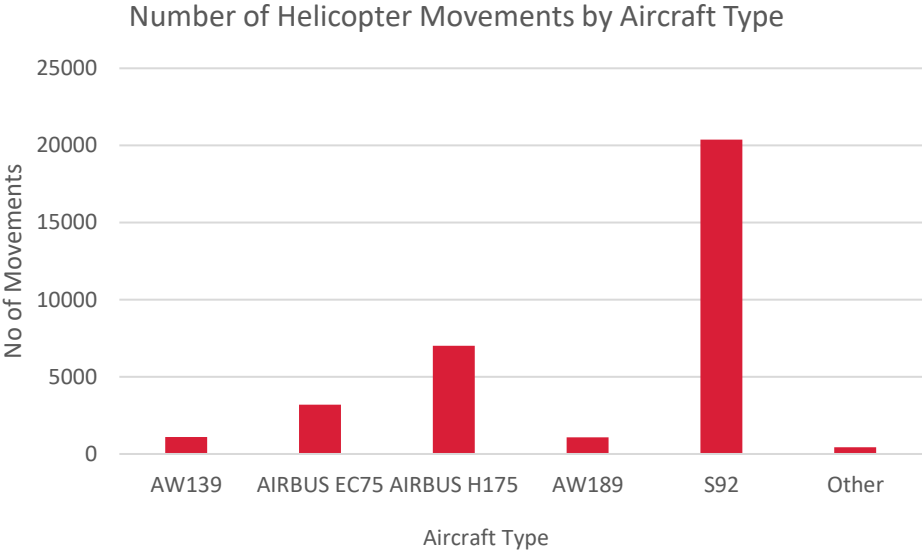


Fig 4B. Summary of movements for all types of rotary aircraft into and out of ABZ in 2020. Flights deemed in ‘other’ category had less than 350 movements.

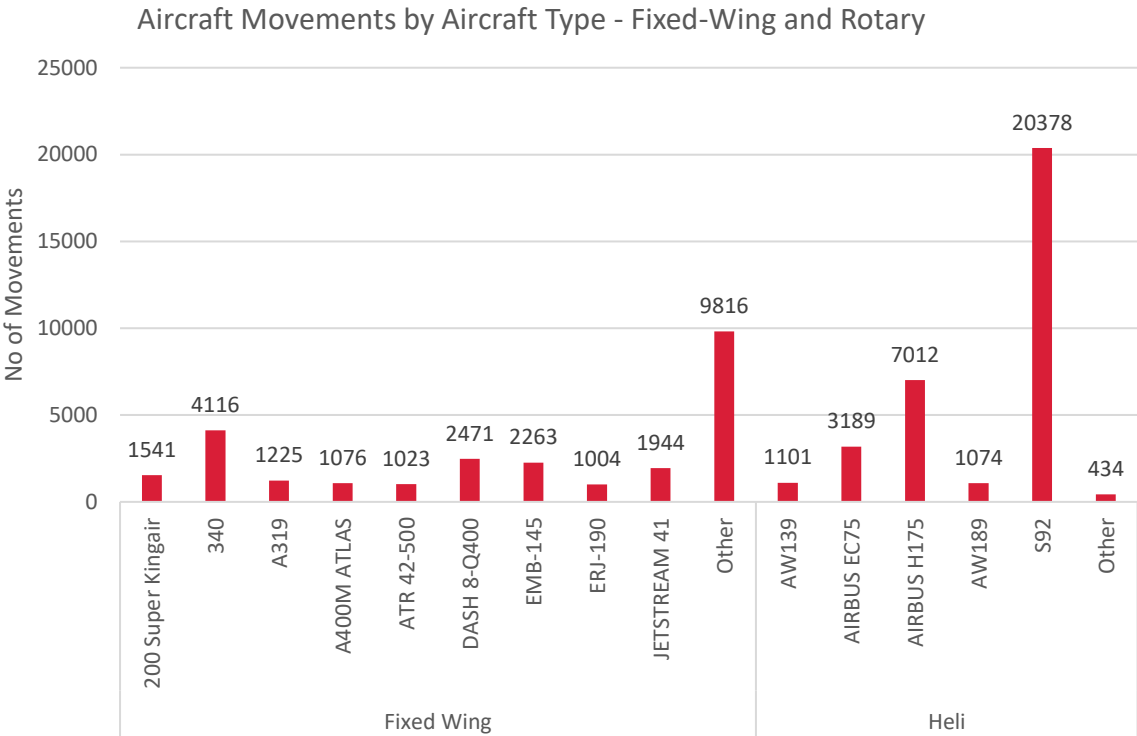


Fig 4C. Comparison of movements for all types of aircraft into and out of ABZ in 2020. Flights deemed in ‘other’ category had less than 1000 movements.

**Datetime Movements**

Unsurprisingly in 2020, with the impact of the COVID-19 pandemic on aviation, January was the busiest month for movements at Aberdeen International Airport with almost 7000 across the month. The “Stay at Home” lockdown and limits on travel began at the end of March 2020 and can be seen in the 43% and 48% drop [against January movements] in April and May respectively. Between June and October,

the number of movements rose, peaking at 78% [of January movements] in October, with the easing of lockdown and travel restrictions. However, movements dropped again in November onwards with another travel-banning lockdown.

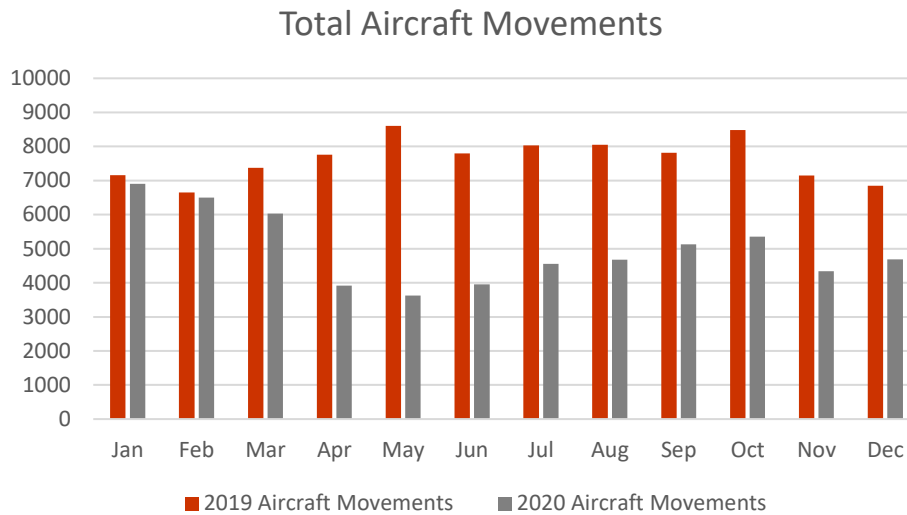


Fig 5. Monthly breakdown of total movements arriving and departing from Aberdeen International Airport in 2019 and 2020

Similarly, January saw the highest average daily movements, with an average of 221 movements per day. February saw a very similar story, with an average of 219 daily movements. The busiest day of the year for ABZ was February 26<sup>th</sup>, with 329 movements.

The quietest month in 2020 for total and daily aircraft movements was May, with just over 3600 movements in total, and an average of 118 movements a day. However, the quietest day of the year was December 25<sup>th</sup>, with only 5 movements, followed by Saturday June 13<sup>th</sup> with 12 movements. Interestingly, the Q1 months of 2020, pre COVID-19, saw the biggest variation between busiest and quietest days, whereas July showed the least variation. The average daily movements for 2020 were 164, and the daily averages, by month, can be seen in Fig 6 overleaf.



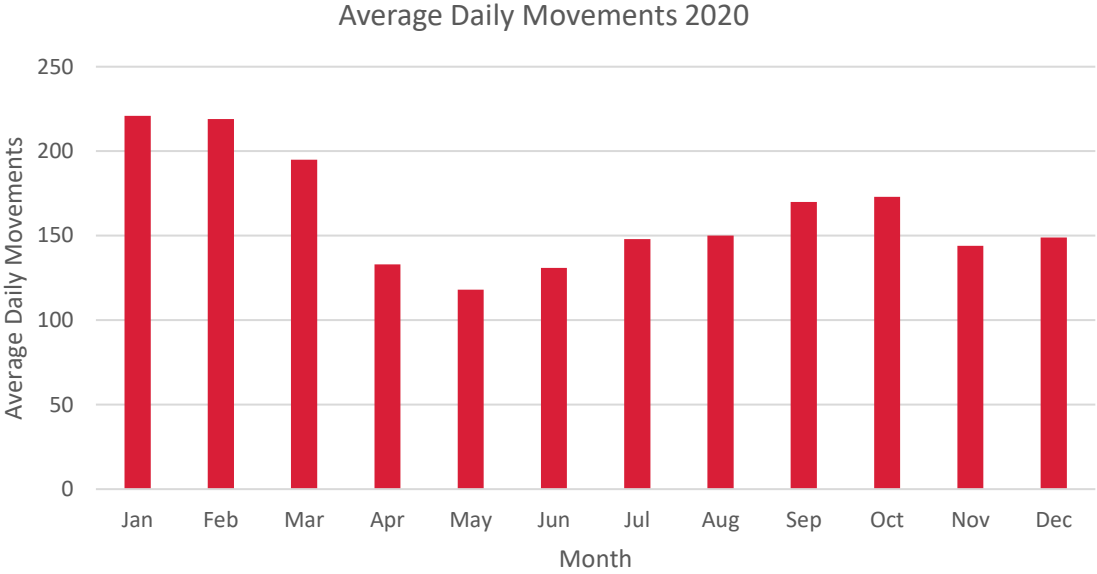


Fig 6. Bar chart outlining average daily movements per month of 2020 at Aberdeen International Airport.

To further breakdown the daily movements, Fig 7 depicts the combined arrival and departure movements into hourly segments. Aberdeen International Airport operates as a Category 7 airport, 24/7, in line with the Civil Aviation Authority CAP168 regulation, with commercial helicopter operations restricted to 06:00-22:30. As displayed in Figure 7, the hours of 07:00 to 11:00 are the busiest for helicopter operations, with 10:00-11:00 the averaging as the busiest hour of the day. Helicopter movements decrease significantly from 16:00 onwards. In 2020, only 28 helicopter movements (0.05%) were out with the commercial operating hours and these were for emergency and maintenance flights.

Fixed-wing movements did not follow such a Bell trend curve, with two distinct 'peaks' between 09:00-10:00 and 15:00-16:00, and over 1000 hourly movements between 06:00 and 22:00 annually. Combining both ABZ fixed-wing and helicopter movements, the busiest period for aircraft movement was between 09:00 and 11:00, where 27% of the annual movements were accounted for. Only 2% of flights were between the hours of 22:00 and 06:00.

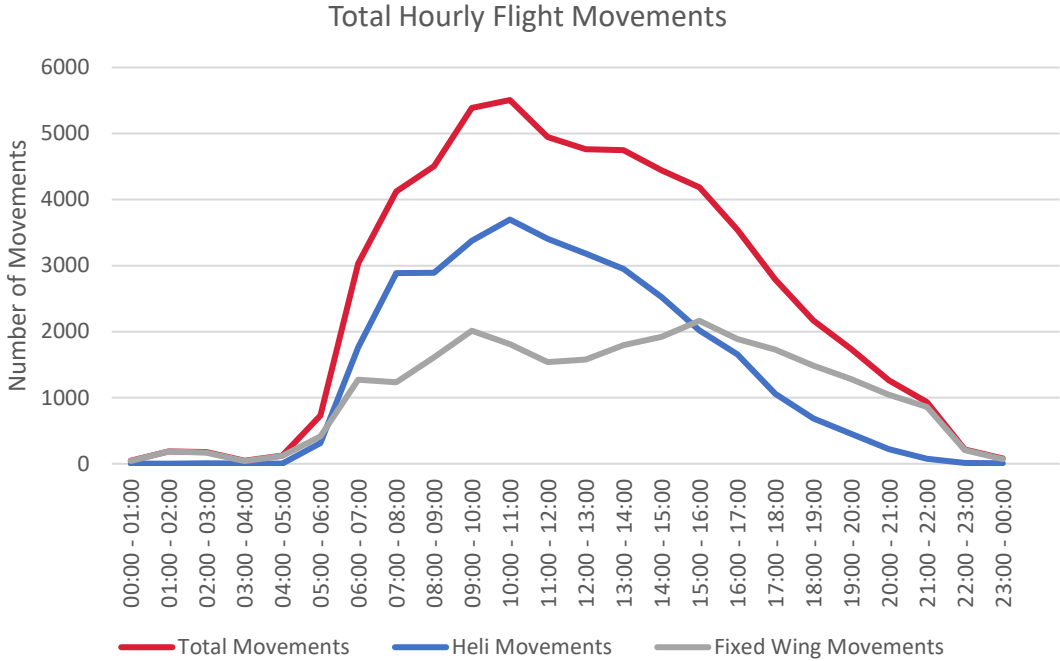


Fig 7. Hourly movements of fixed-wing and helicopter operations at Aberdeen International Airport. This figure combined both arrivals and departures.

There was little variation between the hourly trends of arrivals and departures, with departures occurring slightly earlier in the day, making up 59% of the movements between 06:00 and 07:00. The busiest period for arriving aircraft was between 09:00 and 10:00 with 2825 departures in 2020, and for departing aircraft was between 10:00 and 11:00 with 2748 arrivals over the year.

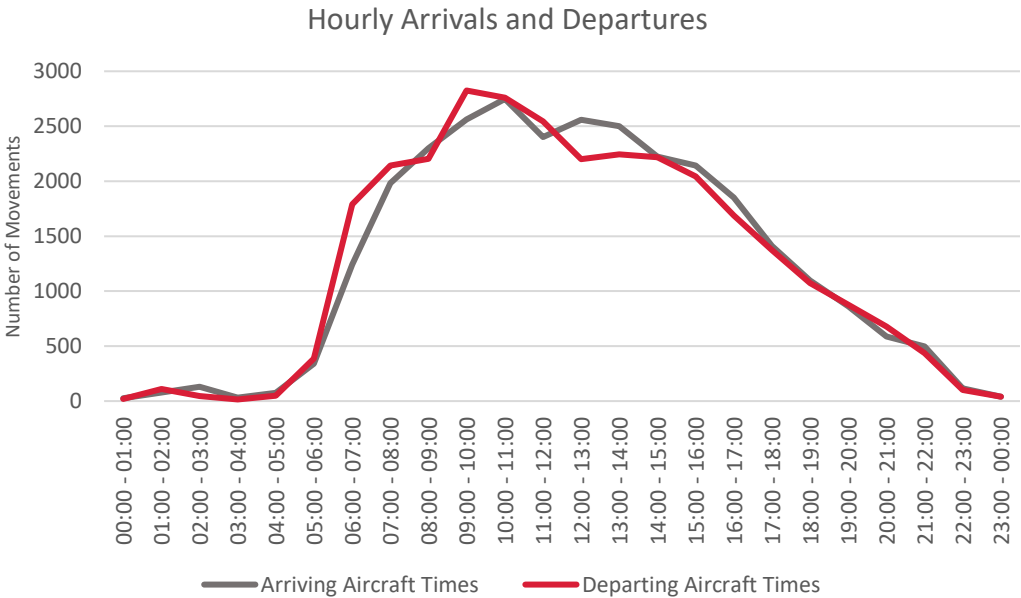


Fig 8. Line graph comparing number of arrivals and departures, per hour in 2020.

## Runway Movements

As previously noted, Aberdeen International Airport has a unique combination of helicopter and fixed-wing operations. To ensure the airfield operates effectively and safely, whilst limiting ground running and taxiing time, we operate four runways – fixed-wing aircraft operate solely on the main runway whilst helicopters arrive and depart on all four. This is decided under CAA criteria and is assessed through numerous factors, including length of runway, slopes and level of fire protection required.

The main Runway 16/34 runs South-South-East (SSE)/ North-North-West (NNW) respectively, whilst our other runways run North East to South West (05/23), South-East to North West (14/32) and South (36) only. Of these runways, numerous factors can dictate the nature of operations on each. For example, Runway 36 only operates arrival flights due to proximity to buildings (safety) and length of runway. The same rule applies for Runways 23 and 32. Figure 9 below summarises the monthly total movement on each runway during 2020, with H referring to helicopter operations. The drop of movements on the 16/34 runway for fixed-wing aircraft, in line with COVID-19 restrictions between March and April 2020 can be seen visibly on the graph. The reliance of the economy on the offshore Oil and Gas industry can be seen through the lack of fluctuation in the helicopter movements.

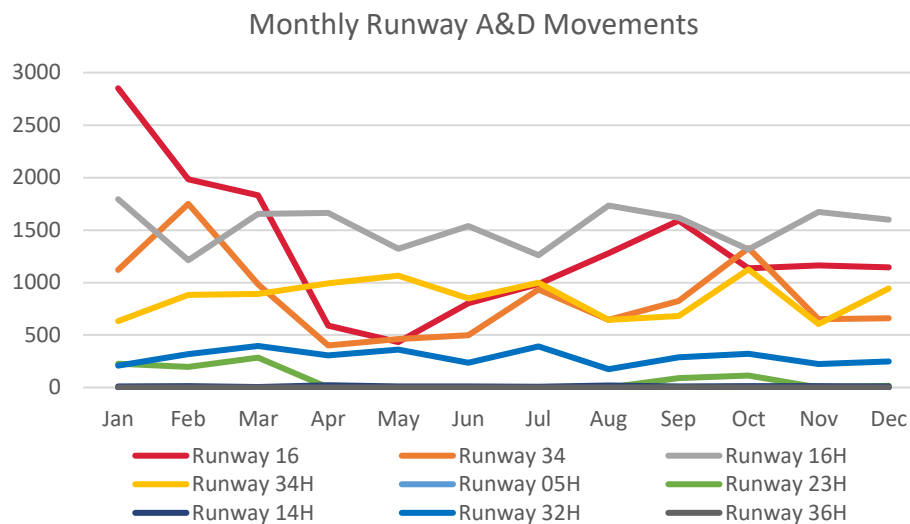


Fig 9. Monthly movements on each of ABZ runways, including both arrivals and departures.

Wind direction and speed is the primary driver for Air Traffic Control 's decision on which runway to use. Due to the shape of the wing on fixed-wing aircraft, and the shape of the nose on both fixed and rotary, aircraft prefer to take off into wind. This allows for smoother landing and take-off, as well as requiring less fuel.

Aberdeen International Airport's prevailing winds are in a south westerly direction, and this reflects in the number of movements using the 16 Runway to the South. In 2020, 92% of aircraft movements arrived and departed using the 16/34 Runway (Fig 10A). Of the ~54700 movements that used the 16/34 Runway, 48% of these were fixed-wing and 52% helicopter. 60% of the fixed-wing movements used the 16 Runway, arriving and departing to the south, and 40% the 34 Runway to the north (Fig 10B). 86% of all helicopter flights used the main 16/34 Runway, with 10% using Runway 32 for departure flights, and 3% using Runway 23 for arrivals. The combined movements on the other three runways made up >1% of helicopter movements in 2020 (Fig 10C).

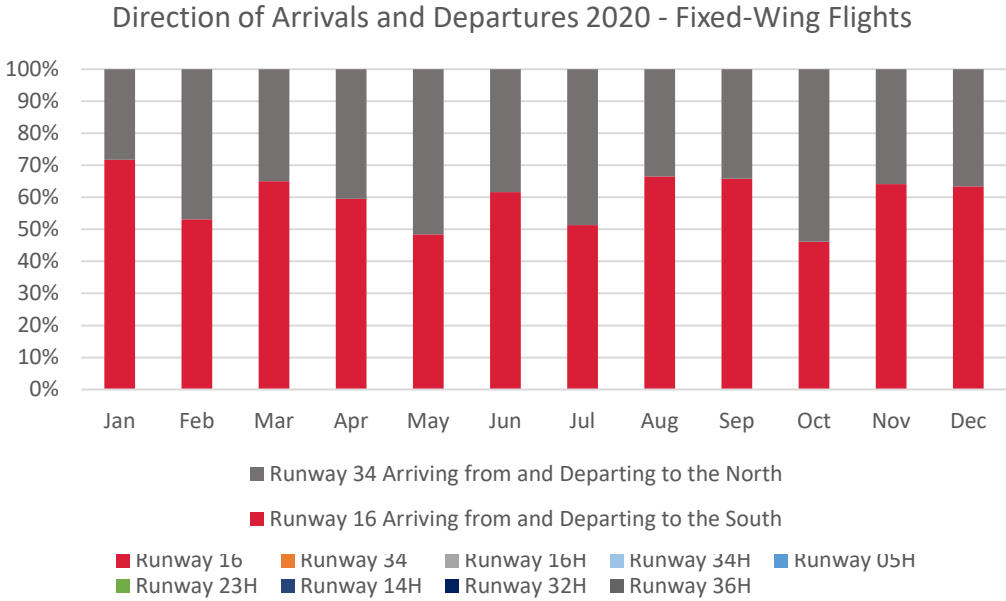


Fig 10A. Direction of total movements (Arrivals and Departures) on each runway at ABZ in 2020.

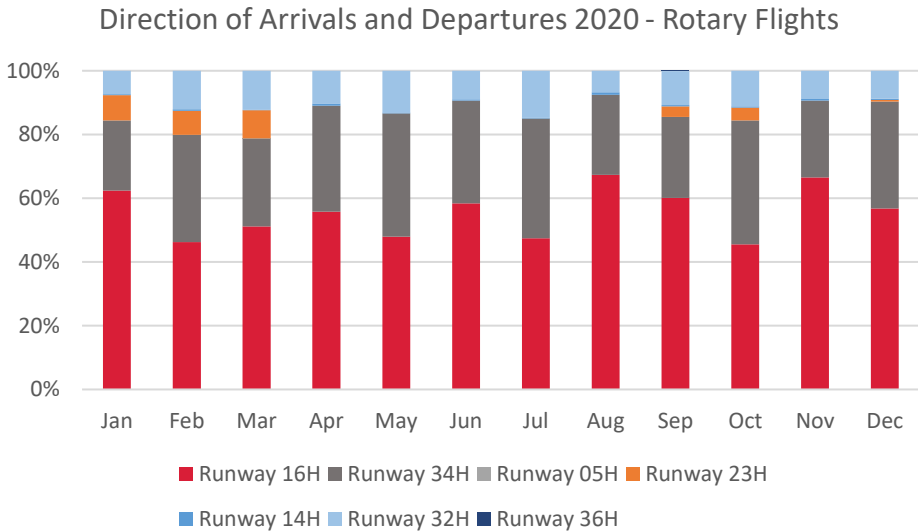


Fig 10B. Direction of fixed-wing arrivals and departures at ABZ in 2020. Only May and October saw more arrivals and departures using Runway 34, because of Northerly winds.

Figure 11 provides the most comprehensive breakdown of not only runway movements but includes each movements purpose (e.g. arrivals vs departures). Particularly on Runways that are less frequently used, it gives an indication of nature of use when required – for example, the graph below shows that when Runway 32 is in use for arriving helicopter flights, the arrivals on Runway 34 are reduced. It also shows that only March and May had less than 90% of arrivals and departures using Runways 16 and 34. This was driven significantly by the reduction in fixed-wing flights and the growing concerns of the pandemic.

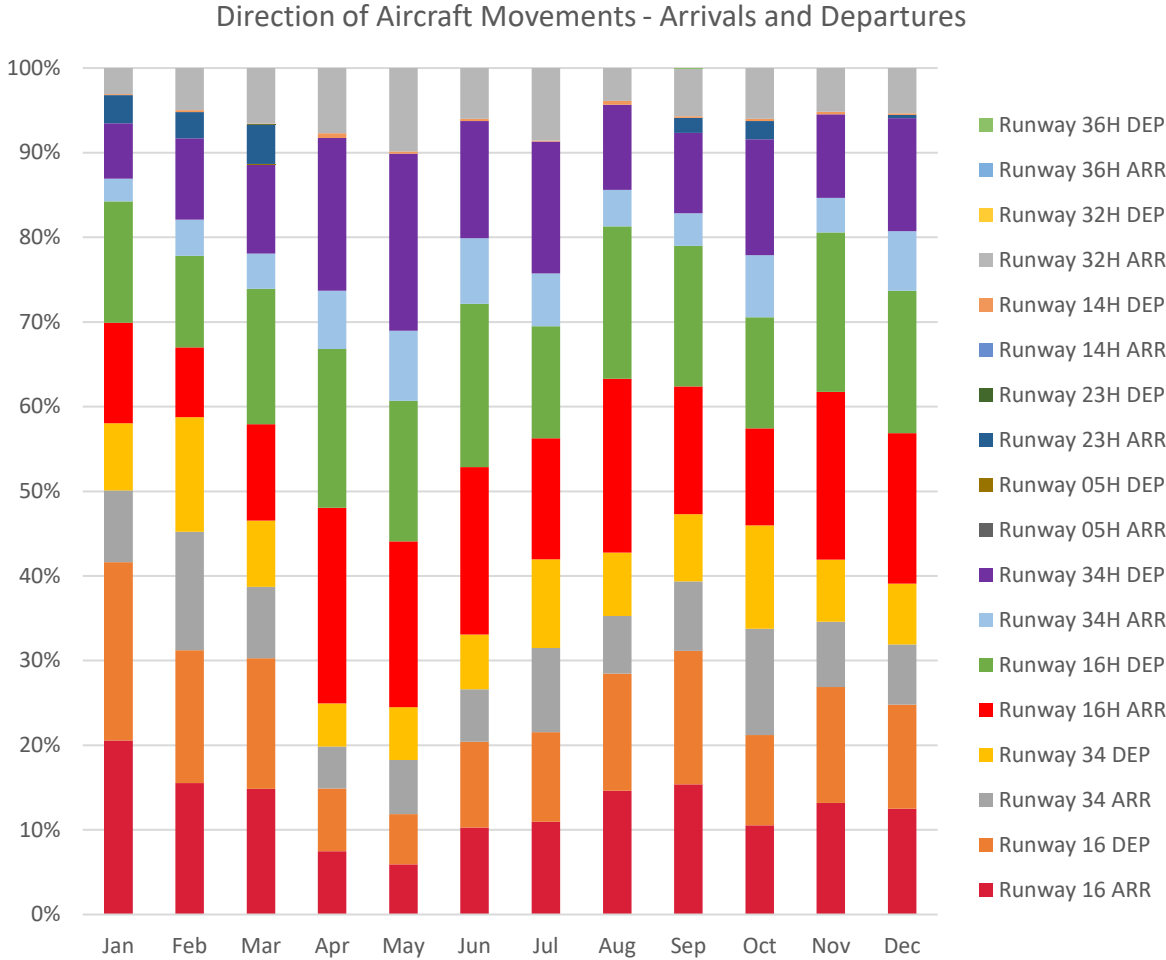


Figure 11. Stacked bar chart showing the composition of runway use and nature of aircraft movement (A&D) for both fixed-wing and helicopter operations in 2020 at ABZ.

## Operational Noise Abatement Measures

### Continuous Descent and Continuous Climb

As part of our continuing effort to mitigate noise disturbance to residents our aircraft are measured against a noise mitigation procedure called Continuous Descent Approach (CDA) for our arriving aircraft and Continuous Climb Departures (CCD) for our departing aircraft.

CCDs and CDAs are aircraft operating techniques used in fixed-wing aircraft and facilitated by air traffic control (ATC). CCD and CDAs allow aircraft to follow a flexible, optimum flight path that delivers major environmental and economic benefits - reduced fuel burn, gaseous emissions, noise, and fuel costs - without any adverse effect on safety. The exact CDA and CCD path will vary between aircraft as ATC and pilots must consider: type and weight of aircraft, wind, air temperature, atmospheric pressure and other dynamic considerations. To not compromise safety and capacity, it may not always be possible to fly fully optimized CCD/CDA, and thus ATC aims to maximise continuous movements to the extent possible, whilst not adversely affecting safety.

Aberdeen International Airport fixed-wing aircraft measure Continuous Descent Approach from 12,000ft to 4,000ft and Continuous Climb Departure from 0-10,000ft. The work of air traffic control and aircraft pilots, throughout 2020, Aberdeen International Airport has continuously performed over and above targets set for both CDAs and CCDs (Figure 12).

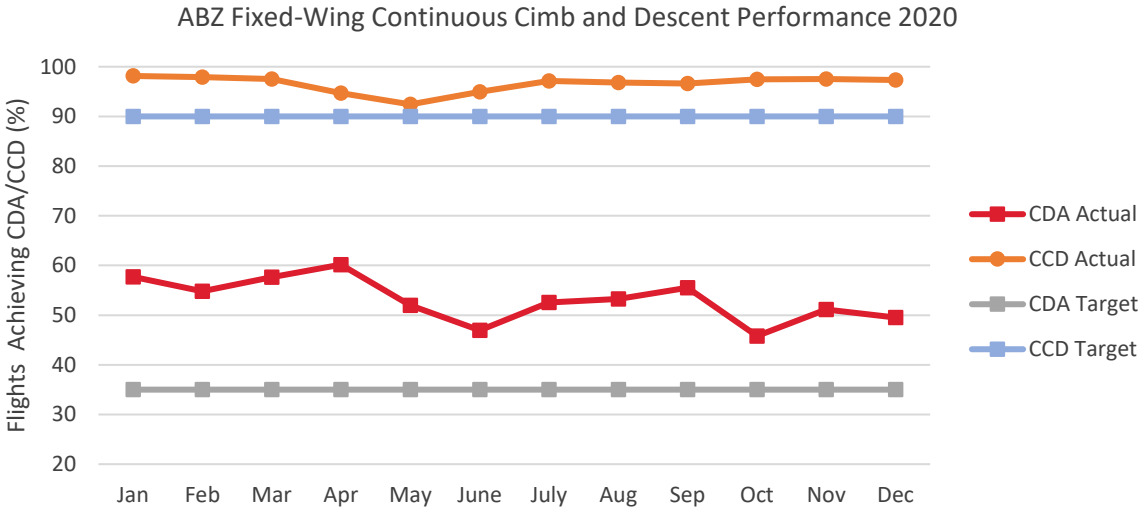


Figure 12. Line Chart showing the percentage of flights achieving CDA and CCDs on a monthly basis at Aberdeen International Airport against annual targets.

Helicopters, due to the difference in landing-take off cycle, in-flight height profiles and operations, cannot complete CCDs or CDAs. Instead, all operators, in cooperation with Air Traffic Control, work to mitigate noise and fuel burn on a flight-by-flight basis.

### Aircraft Engine Testing

Aircraft will routinely test their engines to ensure they are operating correctly. Given the complexity of operations at Aberdeen International Airport, these tests must be requested to Airside Operations and Air Traffic Control, and include location, duration, and reason for test. The times and locations of engine runs, and hover tests are restricted to ensure noise disturbance as a result, is minimised. Engine test runs are not permitted between the hours of 22:30 and 06:00, except in exceptional circumstances, and between 11:00 and 13:00 local time on a Sunday. All low power, idle and start/stop tests are permitted on stands and leased areas on the east apron, whilst high power tests are performed on designated areas, to mitigate noise to local residents. All operators provide logs of engine testing to Aberdeen International Airport for compliance and record management.

Ground and auxiliary power units constitute a source of noise emission, and therefore usage is restricted between the hours of 2230 hours and 0600 hours, unless a battery-powered Ground Power Unit (GPU) is utilised. The use of GPUs is not within excess of one hour prior to aircraft start-up. The use of Auxiliary Power Units (APU's) on the east apron is restricted to no more than 45 minutes prior to aircraft departure and no longer than 45 minutes after arrivals. Out with these times a GPU is utilised. Finally, the use of APU's for maintenance purposes is only permitted where the task cannot be achieved using a GPU.

The tables overleaf show the number of engine tests that have taken place during quarter of 2020. Table 1 demonstrates the number of helicopter ground tests, whilst table 2 relates to fixed-wing tests. Only six early morning engine tests (06:00-07:00) were conducted on the east side of the airport in 2020 as part of our ongoing commitment to improve the quality of life for our neighbours.

Table 1. ABZ Helicopter Engine Tests 2020

TIME PERIOD	06:00-07:00	07:00-22:30	22:30-06:00
Q1 - JAN - MAR	60	548	0
Q2 - APR - JUN	40	484	0
Q3 - JUL - SEPT	65	451	0
Q4 - OCT - DEC	49	427	0

Table 2. ABZ Fixed-Wing Engine Tests 2020

TIME PERIOD	06:00-07:00	07:00-22:30	22:30-06:00
Q1 - JAN - MAR	1	81	2
Q2 - APR - JUN	0	53	0
Q3 - JUL - SEPT	2	58	0
Q4 - OCT - DEC	1	57	0

### Helicopter Air Testing

Air tests are maintenance requirements for all helicopters after any form of repair has taken place, be it engine, or rotor blades or electronics. The duration, height, speed and route of each will vary depending on the item being tested, the weather conditions etc. Air tests clearance are at approx. 1500ft and these are often conducted on land to avoid offshore traffic. They can range anywhere between 20 minutes and hours.

Air tests are done sporadically and when required. Tests can also be completed once, or they may take place multiple times over multiple days, depending on nature of fault. Routine maintenance tests also have to be completed after each aircraft has flown a certain number of miles.

There is no requirement at ABZ for these tests to be logged, however, helicopter operators keep this data for maintenance logs and these flights must be completed within commercial helicopter operating hours when and where possible.



## Correspondence and Complaints

At Aberdeen International Airport, we strive to be a great neighbour and addition to the local community and economy. As part of this commitment, we have a dedicated noise action and complaint email inbox ([abznoise@aairport.com](mailto:abznoise@aairport.com)) which is monitored daily by the Environmental Coordinator. We endeavour that all complaints will be responded to within five working days. All complaints are tracked, logged and trends are reviewed.

Given the complex nature of operations, and the wide variety of complaint types received by the ABZ Noise complaint line, Aberdeen International Airport works very closely with Air Traffic Control and Helicopter Operators when resolving complaints. The noise complaint mailbox deals with all noise and disturbance related complaints, from both fixed-wing and helicopter operation, rather than delegating to specific operators per complaint. Not only does this ensure we have a full understanding of all complaints, but it ensures continuity and quality of responses and solutions every time.

In 2020 there were 81 complaints over 10 months, against 80 complaints in 2019 (Fig 13). During the months of June and July 2020, the noise complaint email was offline for maintenance and thus no data has been recorded for these months.

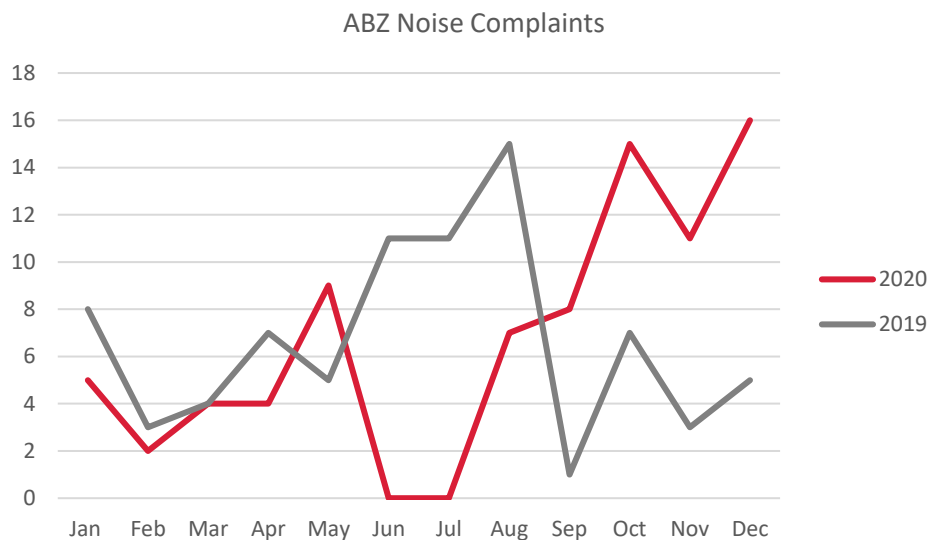


Fig 13. Number of Noise Complaints per month in 2019 and 2020

There is a clear relationship between the number of complaints and the 'Working from Home' movement as a result of the COVID-19 pandemic. Though the number of aircraft movements decreased from April onwards, the number of complaints rose exponentially, with the number of people working at home rather than in the office, being disturbed by the requirements for helicopter flights for the Oil and Gas industry. This is reflected by helicopter movements making up over 75% of noise complaints in 2019. Fixed-wing movements made up 21% of complaints, and the remaining 4% of complaints to do with miscellaneous noise. No month received more complaints related to fixed-wing movements, with only August receiving the same. October saw the most fixed-wing complaints as a result of essential Royal Air Force jet training, whilst December saw the most helicopter complaints, mostly relating to essential Air Test flights (Fig 14).

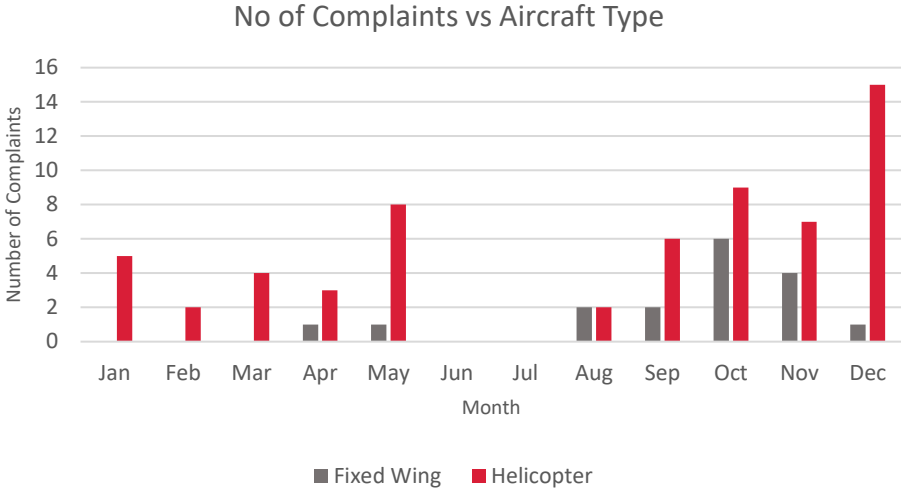


Fig 14. Aircraft origin of noise complaints, by month of 2020.

The nature of grievances varied between complaints, however time of flight, perceived low flying, and noise made up 62% of complaints. The remaining 38% of complaints related to the geographical location/flight path, frequency of flights, aircraft ground noise and other miscellaneous issues (Fig 15). Out of the 81 complaints, there were a total of 56 complainants.

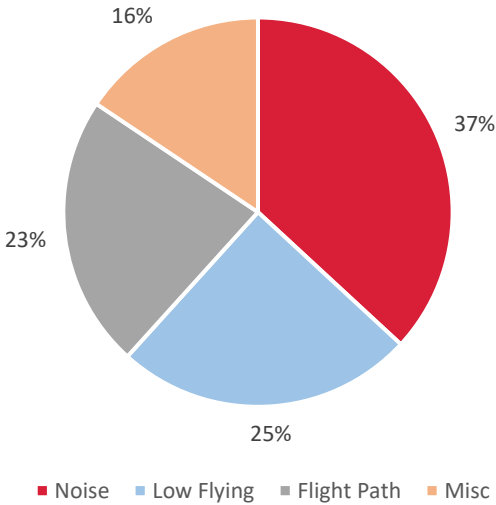


Fig 15. Main source of grievance per noise complaint, total 2020.

The location of noise related correspondence and complaints covers a widespread area, with the majority being to the east of the airport (Fig 16). 28% of complaints came from the Bridge of Don area, followed by 22% from residents in Dyce. Bridge of Don, though approximately 6km away from the airport as the crow flies, is on the offshore oil and gas routes for many of the helicopters, whilst Dyce is adjacent to the east apron of the airfield, and most subject to helicopter arrival and departure noise. The remaining 50% of complaints were spread across 11 local areas, with four complaints from further

afield. The city centre complaints were predominately related to helicopter operations at the local hospital, not fixed-wing movements which the area is more subjected to. The complaints occurring from areas further into Aberdeenshire, such as Portlethen, Ellon and Cluny were all related to essential helicopter air tests, conducted on land to avoid offshore traffic.

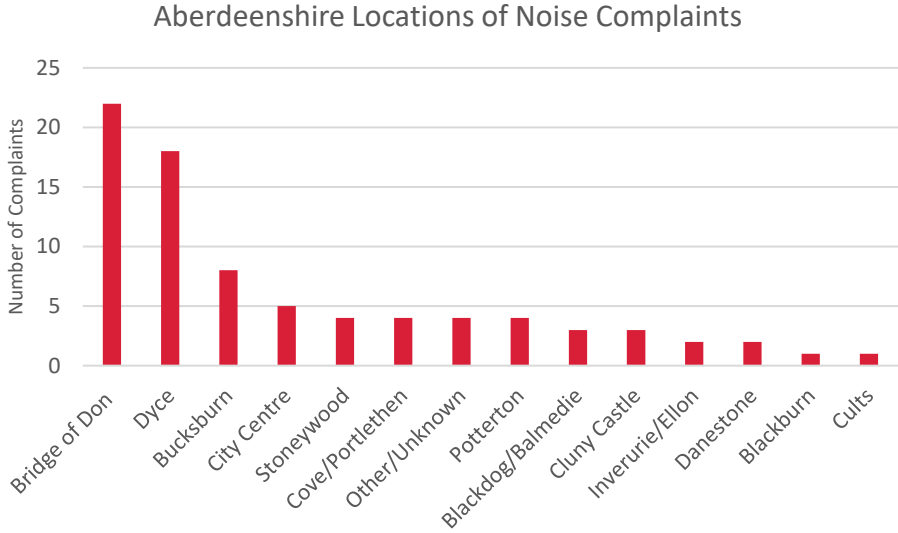


Fig 16. Geographical area of noise-related complaints.

The greatest number of arrival and departure complaints resulted specifically from movements on Runway 23, which made up 3% of total annual movements. This was followed by complaints relating to arrivals and departures on Runway 32, which made up less than 10% of annual movements.

The rate of complaints against total movements for the year was 0.136%, or one complaint for every 736 movements.

## Community Liaison

### Aberdeen Consultative Committee

Aberdeen International Airport hosts the Aberdeen International Airport Consultative Committee (AIACC) - a regular, independent forum for the management of the airport to discuss matters related to airport operations and developments with a range of representatives of the wider Aberdeen City and Shire communities. All airports in the UK are required under civil aviation law to have a recognised means of consultation with the communities affected by their operations. Most airports do this through an airport consultative committee, as we do in Aberdeen.

The Aberdeen Committee has a long history, having been set up in 1953, when the erstwhile War Office invited the Clerk of the former Aberdeenshire County Council to establish a consultative committee. Though the committee has no executive powers within the airport management structure, it provides the management of the airport an advisory and consultative capacity on issues ranging from the impact of noise arising from operations on the airfield to the role of the airport in the economic development of the City and Shire. More information on this can be found at our website: [Airport Consultative Committee | Aberdeen Airport](#).

Noise impacts are a standing item on the AIACC agenda.

### ABZ Noise Working Group

All at Aberdeen International Airport, both those directly employed and third-party operators, work religiously to be better neighbours and strive for improved practises to those impacted by airport activities. As part of the ongoing drive to reduce noise impacts, ABZ has a dedicated Noise Working Group, with representatives from Aberdeen Airport, Air Traffic Control, and all Helicopter Operators.

This group was inaugurated in December 2020 and meet quarterly to discuss areas of concern, understand and share best practises, and to become industry leaders in noise mitigation and cooperation. To date, this group has aided in reducing noise to rural communities, educating and training staff on noise issues, providing technical reports and analyses of aircraft activities on and off the ground and to provide assurance to complaints.

The unique operations at ABZ requires a more complex means of noise management. Aberdeen International Fixed-Wing Operations is currently undergoing Air Space Change consultation, noise contour mapping and plans for advanced tracking systems. However rotary aircraft have different flight routes and legal obligations, and the change in this aspect of operation is longer-term. We liaise with other rotary-heavy airports to discuss and share best practices.

As part of the [AGS Airports Sustainability Strategy](#), we intend to broaden this group into a Noise Forum. We will ensure the forum will keep community representatives and other relevant stakeholders informed of operational changes which may affect noise in the community. It will also provide a channel for communities to feedback noise related issues to airport management.

## Noise Action Plan

Aberdeen International Airport 2018-2023 Noise Action Plan	
NAP Commitment	Progress
We will develop, publish, and implement a policy prioritising airlines operating Chapter 4 and Chapter 14 aircraft when introducing new business to Aberdeen.	In Progress and Ongoing
We will work with the airlines through our airline consultation process to review the landing fee differential to incentivise the use of quieter aircraft.	This action is on hold during the pandemic whilst the recovery route of the industry remains unclear
We will work with other helicopter operating airports to understand and share best practice, to provide learning opportunities for noise reduction at the airport.	In Progress and Ongoing – We are working on this through our Noise Group
We will investigate the option of installing Fixed Electrical Ground Power (FEGP) to reduce noise and air quality impacts.	We have accounted for this as part of our <a href="#">AGS Airports Sustainability Strategy</a>
Land-use Planning and Management	
We will engage directly with local planning authorities to ensure awareness of aircraft operations is considered in the development of sensitive land uses. We will continue to contribute to local development plans and monitor planning applications within the vicinity of Aberdeen International Airport.	We have a good relationship with local authorities and discuss plans with them
We will develop and implement an updated Noise Insulation Policy to mitigate noise for residents most affected by aircraft noise in line with UK Airspace Policy.	We anticipate this being available to application in Q1 2022
We will review helicopter noise routes and flying procedures to maximise the reduction and impact of noise on residential properties.	This will be undertaken as part of the <a href="#">Airspace Change Programme</a> currently paused due COVID-19. This will be reviewed in line with the UK CAA Airspace Modernisation Masterplan publication but we expect to recommence in 2021
We will actively contribute to improving aircraft noise information in local planning policy and seek to influence policy where appropriate. We will encourage the use of good acoustic design to avoid and minimise adverse impacts arising from the development of new noise sensitive buildings and encourage the adoption of the principles advocated by the Professional Practice Guidance: Planning & Noise – New Residential Development.	We will review output of the ICCAN best practice advise expected in the next 12 months
Noise Abatement Operational Procedures	
We will promote adherence to the Arrivals Code of Practice (ACOP) and in particular the achievement of Continuous Descent Approaches (CDA) and Continuous Climb Departure and (CCD) where possible through forums such as Flight Ops Safety Committee and other communication events.	Continually reviewed and developed through these forums
Continue to engage with our aviation partners through FLOPSC to seek to improve adherence to noise standards.	FLOPSC meets regularly and has continued throughout the pandemic
We will continue to encourage aircraft operators to plan maintenance schedules to avoid the need for ground running of engines at night. We will continue to enforce our policy that runs should not last longer than 45 minutes. We will investigate any complaints received from ground running activity and revisit our policies if appropriate.	Complete and Ongoing
We will review the current locations utilised for the ground running of aircraft to reduce noise impact on local communities.	Completed in 2020 and will be reviewed no later than 2023

<p>We will review our operational procedures enhance our noise management systems including the effectiveness of east side protocols ensuring aircraft safety is considered always.</p>	<p>Completed in 2020 and will be reviewed no later than 2023</p>
<p><b>Operating Restrictions</b></p>	
<p>Our Noise Action Plan is consistent with the ICAO Balanced Approach and EU Regulation 598, which requires operating restrictions to be considered only after other measures of the Balanced Approach have been exhausted and only where it is cost effective to do so. We will continually review the effectiveness of our mitigation measures in the context of the balanced approach to ensure that mitigation is considered in a consistent way with a view to addressing noise impacts in the most cost-effective way.</p>	<p>In Progress and Ongoing</p>
<p><b>Working with Local Communities</b></p>	
<p>We will discuss noise issues and report on our progress against the Noise Action Plan under a standing agenda item of the Consultative Committee.</p>	<p>Complete and Ongoing. We have since created the Noise Working Group</p>
<p>We will carefully consider any best practice guidance published by ICCAN on information and communication requirements.</p>	<p>In Progress and Ongoing</p>
<p>We will continue to operate a dedicated online noise complaint system. We will log all complaints, seek to respond to 95% of complaints and enquiries within 5 working days and publish our performance at the Airport Consultative Committee and community newsletter.</p>	<p>Complete and Ongoing</p>
<p>We will look to establish a local noise group with helicopter companies and parties interested in progressing noise issues.</p>	<p>Complete and Ongoing. This forum is now in place</p>