



Stansted Airport Consultative Committee (STACC)

Managing Director’s Report

 Reporting period July-September 2025

 STACC Meeting – Wednesday 29th October 2025

Radisson Blu Hotel – Room 10

Contents

Contents	1
1. Managing Director’s Overview	2
2. Landside Access:	3
2.1 Rail.....	3
2.2 Bus and Coach	4
2.3 Car Parking	4
3. Terminal Update:.....	4
3.1 Customer Services	4
3.2 Check-in and Landside.....	5
3.3 Terminal Security	5
3.4 International Departure Lounge (IDL), Satellites and Gates	5
3.5 Immigration (Border Force)	5
3.5 Accessibility	6
3.6 NPS.....	6
4. Airport Developments and Planning Matters.....	7
5. Sustainability	8
5.1 Opportunity For All	8
5.1.1 Education.....	8

5.1.2 Stansted Airport College9

5.1.3 Employment & Skills9

5.2 Local Voices:10

5.2.1 Community Outreach and activity..... 10

5.2.2 Stansted Airport Community Fund 10

5.2.3 Noise Management 10

5.2.4 Night Flights / Helicopter Movements..... 11

1. Managing Director’s Overview

This summer marked London Stansted busiest on record, welcoming nearly 6 million passengers across July and August alone. July saw over 2.92 million passengers. August surpassed this with nearly 3.1 million passengers and 11 days exceeding 100,000 daily travellers. Popular destinations included Spain, Italy, Turkey, and Dubai, supported by expanded services from Ryanair, Jet2, and British Airways. Operational performance remained strong, with 99% of passengers clearing security in under 15 minutes.

Our operational resilience was tested by two incidents in September. Early in the month, a fire alarm activation prompted a full evacuation of the security area as the result of an issue with a sensor in a new retail unit. On 24 September a small fire caused by a faulty coffee machine in the Escape Lounge prompted a substantial evacuation and several hours of disruption while first responders resolved the incident and worked to make impacted area in the terminal safe. I’m exceptionally proud of the way our teams responded promptly to manage the fire, and support our customers – many of whom missed flights. In both instances disruption was limited to the first part of the day, with normal operations resumed by lunchtime, which is again testament to the response of our colleagues.

Turkish Airlines added Stansted to its UK network announcing it will fly up to 14 flights a week to its hub in Istanbul starting in spring 2026. Lufthansa also introduced its seasonal Oktoberfest-themed flights this autumn.

The airport also celebrated key infrastructure and sustainability milestones. We are now in the final phases of the Security Hall transformation, meaning every passenger now passes through new scanners and work continues to remove the remaining older machines and replace them allowing us to return to full capacity and complete the works next year. Work remains underway in the Orientation Zone (the passenger area immediately after security) and this will continue throughout the winter season as we make improvements to World Duty Free.

It was a pleasure to welcome local MP and Leader of the Opposition Kemi Badenoch MP to officially open the new domestic arrivals building in July, part of the airport’s £1.2bn investment programme. Our on-site solar farm reached 1,500 installed panels, advancing Stansted’s goal of powering operations with renewable energy generated at the airport. We also hosted Air Force One, and facilitated the arrival and departure of the US President Donald Trump as part of his state visit to the UK. This is a substantial security and logistical operation and due to the excellence of our team, and

the way we can manage such visits with limited impact on our other passengers, it was a pleasure to be asked to do so again.

The Stansted Airport Community Fund awarded over £33,000 to local groups and a £50,000 grant to Grove Cottage for some solar panels of their own. Essex & Herts Air Ambulance Trust received £2,500 for critical care equipment, and the airport donated a tonne of food to Uttlesford Foodbank during Foodbank Fortnight. Volunteers also supported a local school farm, and the airport team played a friendly cricket match with Stansted Cricket Club to celebrate a £5,000 donation for new training nets.

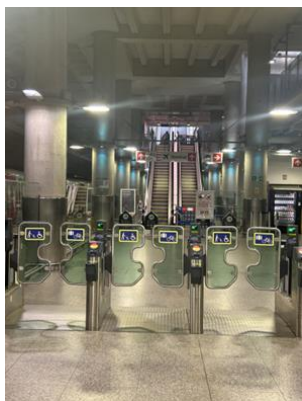
Our planning application to increase the airport's passenger limit remains under review by Uttlesford District Council, and is likely to be considered by the council's planning committee in November. Our engagement with key partners, colleagues and local residents has led to over 1000 submissions in support and some constructive discussions with local authorities on how we can manage the airport's growth to 51 million passengers a year by the early 2040s.

Finally, the Aerozone reopened after its summer break in September and is fully booked for the year ahead for the first time entirely by schools from within a 15 mile radius of the airport. The education centre has proved popular with visits from much further afield but its great to be able to prioritise use to those based locally for the year ahead.

2. Landside Access:

2.1 Rail

The new electronic gates for the Airport rail station are now in operation, improving the passenger flow and reducing queue times at peak. 'Contactless' will be rolled out during December 2025 at the Airport station, further improving the customer journey.



The Greater Anglia franchise has now gone into government ownership as of 12 October as per the plan for Great British Railways. There is no change with ticketing or service timetables.

The project is continuing to improve ticketing options in our baggage reclaim hall for both rail and bus and coach. The project will include the consolidation of ticket kiosks into a focused and highly visible

Onward Travel area to improve customer experience with real time information screens. This new area is planned to be completed during early 2026. An artist impression of the area is below.



2.2 Bus and Coach

The Airport has contributed to joint marketing campaign for the X10/X20/X30 bus services to increase patronage. Results have been positive with around 30,000 passengers travelling on the 3 services each week.



New vehicles have been ordered by Central Connect to be introduced on the 333 service that connects to Braintree, Felsted, Dunmow and Takeley. These new vehicles are being funded by the Airport through the Sustainable Transport Levy and will come into service in early 2026.

Discussions continuing through the Transport Forum to look at options for Epping, Harlow, Hertford & Ware to make improvements to bus services serving these areas.

2.3 Car Parking

Net Promoter Scores for Landside car parks continue to perform well and above target.

July	55.9
August	56.9
September	51.6

3. Terminal Update:

3.1 Customer Services

Terminal operations over the summer have been a success, with performance metrics consistently demonstrating year-on-year improvement in customer satisfaction. A sustained focus on enhancing the passenger experience has led to significant upgrades, including the expansion of the WIFI

provision throughout the customer journey. Building on last year's refurbishment of the departures lounge toilets, the arrivals toilets at Satellite 3 have also been modernised and upgraded, reflecting our ongoing commitment to refreshing and improving key facilities across the airport. Additionally, customers have benefited from the ongoing floor replacement programme in Satellite 2, which is delivering a more contemporary and cohesive aesthetic to the area.

3.2 Check-in and Landside

To improve the check in experience, we've collaborated with several airline partners over the course of the summer to undertake a series of innovative trials aimed at streamlining the kiosk check-in process. Thanks to these successful efforts, passengers are now experiencing quicker, more efficient check-ins than ever before and flow in the area has also been improved.

3.3 Terminal Security

The Security operation has maintained strong performance throughout the summer, despite ongoing construction both inside and in front of the security hall.

In early September, the final phases of the FSR programme began, with completion expected by February 2026. As a result, Stansted has now fully adopted new 3D technology that allows customers to keep liquids and laptops inside their bags.

Work has begun on expanding and consolidating the front entrance portal at Security, with completion expected by the end of 2026 and operational benefits anticipated for summer 2026.

3.4 International Departure Lounge (IDL), Satellites and Gates

Significant progress has been made in the orientation zone and decompression area at the exit from Security, where ongoing construction forms part of the broader terminal reconfiguration and extension project. Notably, the early September opening of the newly constructed WHSmith in this location has added further convenience and choice for passengers.

Throughout the summer period, the focus has been on effectively managing the departure lounge to ensure a comfortable and seamless experience for all travelers. By actively coordinating the timing of gate calls, the team has alleviated congestion encouraging passengers to use seating nearer gates and maintained a welcoming atmosphere, thereby enhancing customer satisfaction during peak travel times.

In Satellite 3, enhancements to the FID screens now allow for the display of 'next flight' information, better assisting passengers who arrive at the gates ahead of boarding. Meanwhile, across Satellite 1 and Satellite 2, a targeted programme of work has been undertaken to optimise gate utilisation and improve overall operational efficiency.

3.5 Immigration (Border Force)

Throughout the summer period, wait times for arriving customers have remained consistent, reflecting the effectiveness of the collaborative efforts between Stansted Airport and Border Force. Both teams have worked closely together to uphold robust operational plans, ensuring that the flow of passengers at the border is efficiently managed. A series of targeted initiatives have been implemented to further enhance service quality, focusing on optimising resources and responding promptly to changing passenger volumes.

At the conclusion of the school holidays, an increase in wait times was observed in the family queue, attributable to a demographic shift toward a higher proportion of family travellers. As only children over the age of 10 are permitted to use the E-gates, there was greater reliance on staffed desks during this period.

E-gate usage and availability were consistently strong throughout the summer however on 29th July, a national outage occurred. This began with intermittent service at 08:30 and culminating in a full outage by 11:30. The issue was resolved, and normal operations resumed by 14:35. Effective resilience plans and coordinated teamwork among local border and operational teams ensured that disruption was minimised.

3.5 Accessibility

The third quarter saw consistent progress across the Assisted Travel services, driven by key initiatives that boosted both customer experience and service delivery. September was especially notable, setting a record as the busiest month ever for PRM operations, with outstanding results in accessibility, customer satisfaction, and operational performance.

Customer numbers grew steadily, reaching a peak in September with 1,408 PRMs assisted on both the 22nd and 24th—the highest daily total recorded. Despite this surge, ECAC targets were consistently surpassed, and on-time performance remained at a robust 99.36%. Delays were fewer than in September 2024, even with 4,000 more PRM customers served.

Despite a very busy Summer, ABM have also been focused on innovation and conducted a trial of the autonomous Alba wheelchair during a proof-of-concept exercise to assess its suitability for future terminal planning. Although customers responded positively and the technology appeared promising there is further development required to scale the trial for a prolonged period to increase the feedback sample size.

	Jun	Jul	Aug	Sep
ECAC	98.85%	99.85	99.91%	99.18%
PRMs	34,850	34,240	35,329	39,437

3.6 NPS

The NPS (Net Promoter Scores) for 2025 are:

	Terminal (target 35)	Landside (target 41)
January	37.5	57.3
February	36.8	57.5
March	34.6	57.4
April	34.9	55.9
May	31.7	52

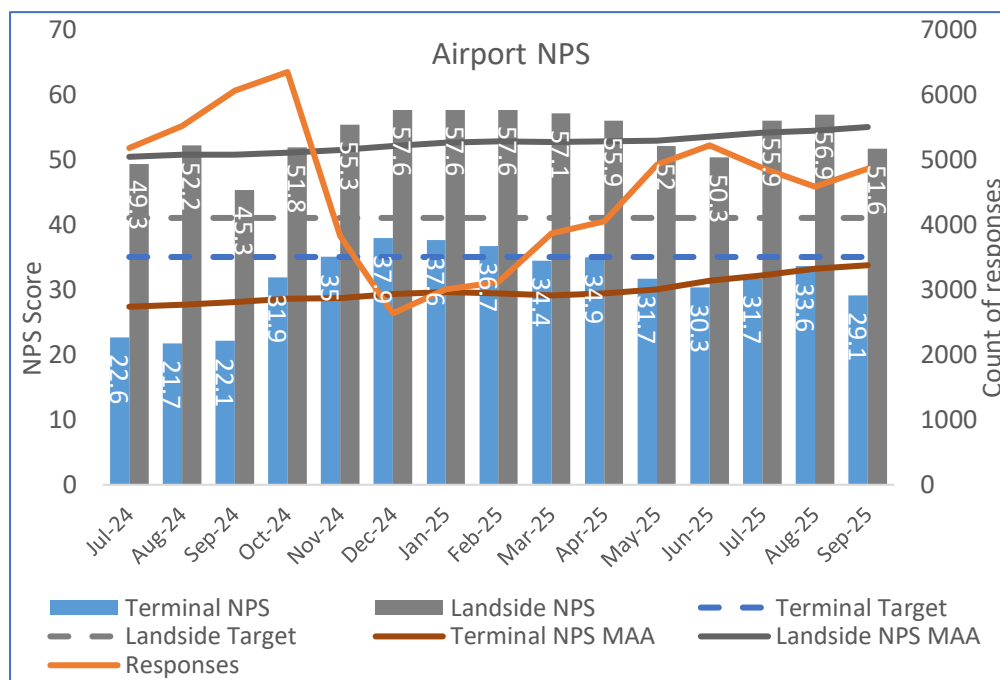
June	30.3	50.3
July	31.7	55.9
August	33.6	56.9
September	29.1	51.6

NPS scores for both Terminal and Landside show a clear increase against summer 2024. Scores increased by 9.1 points in July 2025 compared to July 2024, followed by an 11.9-point rise in August and a 7-point improvement in September 2025 versus the same month last year.

Some challenges during the busy summer months led to lower scores on certain travel dates. However, when averaged across each month, the impact on overall customer journeys was less significant. The fire in the Escape Lounge on 24 September contributed to the dip in scores for that month. At the time of writing, scores are rising again in October, indicating that while affected customers did experience disruption, the terminal has returned to business as usual. Despite the rise in passenger volumes during the summer period, overall customer satisfaction scores remained positive.

All aspects of the customer journey continue to be reviewed alongside customer satisfaction scores and actions taken to address some of the issues experienced with.

Landside remains above its target of 41 throughout the year.



4. Airport Developments and Planning Matters

Following the consultation process, the Sustainable Development Plan (SDP) has been finalised and will be formally launched, alongside the Airport Travel Plan, Cycling & Walking Strategy and Bus & Coach Strategy at the Stansted Area Transport Forum Conference in November.

Progress continues on the 43+ planning application with an anticipated Planning Committee date of 19 November. The airport has continued to work closely and effectively with UDC including regular meetings and liaison with UDC Planning Officers.

Work on the terminal extension detailed design continues in conjunction with the two appointed contractors. A number of pre-commencement planning conditions have been discharged with other approvals expected shortly.

Major works on site will start this winter, with construction of the new skylinks to Satellites 1 and 2 allowing the Track Transit System to be de-commissioned later in the programme. This will create the needed space for the terminal to be extended. To facilitate the construction of the new skylinks, work has started on relocating the existing staff welfare facilities to the car park between Enterprise House and the terminal.

Construction of the 14.3MW solar farm continues and the project remains scheduled for completion by early 2026.

Following the end of the public examination in June, main modifications to the Uttlesford Local Plan have been published for public consultation. The consultation period closes on 27th October and we are preparing submission comments as appropriate.

5. Sustainability

5.1 Opportunity For All

5.1.1 Education

On 17th July, we wrapped up the final Aerozone visit of the September 2024–July 2025 academic year. Over the course of the year, we welcomed 2,603 students across 99 visits from 66 schools. Of those visits, 74 (75%) came from priority schools located within a 15-mile radius of Stansted Airport, reinforcing our commitment to supporting local education.

The student breakdown was as follows:

- 63% Primary schools
- 21% Secondary schools
- 7% Colleges
- 9% Non-mainstream (including Home Education Groups and Special Educational Needs cohorts)

We also launched a brand-new paid work experience programme for students from Stansted Airport College, designed to provide students with hands-on experience in a dynamic airport environment while nurturing their personal and career development. Eight students secured roles in customer service and security ambassador positions. Each student underwent a full recruitment and induction process and was supported by airport staff throughout their placements.

Many of these students had previously taken part in our traditional work experience programme, run by the education team throughout the academic year — a great example of how early engagement can lead to job opportunities.

5.1.2 Stansted Airport College

Enrolments have soared this academic year, reaching an impressive 597 students — a 15% uplift that reflects growing interest and momentum.

Engineering enrolments have seen growth of around 35%. This year the college has also signed up an unprecedented number of apprentices. 32 first year apprentices will be studying at the college from employers that include TUI, SES (formally GT Engines), Ryanair, CRS, Kearsley Airways and Inflight.

This surge in enrolments reflects a growing enthusiasm for aviation careers, driven by the previous outcomes and the proactive engagement with schools in and around the College — from assemblies and careers fairs to outreach across Uttlesford, Essex and East Herts.

In response to increasing interest and demand, the college has expanded its learning facilities for the current academic year. A new workshop has been added to the existing base, complemented by the creation of two additional classrooms at Endeavour House. These enhancements have boosted learner capacity enabling more students to benefit from the industry-focused education and training.

The Airport College has also re-launched its Pilot Enrichment Programme. This is an opportunity for aspiring pilots to learn some of the theories required to pass the ATPL (Airline Transport Pilot Licence). MAG is once again sponsoring the programme that will allow 25 (10 more than last year) of the students to learn some of the ground school units from pilot instructors. This opportunity breaks down some of the barriers faced by under-represented young people and it will also give them a taster of what to expect when they continue their journey to becoming a fully qualified pilot.

5.1.3 Employment & Skills

MAG is proud to be featured in the latest report by The Jobs Foundation, ‘Ladders of Opportunity: How top UK businesses create new routes into work’. The report profiles the Aerozones and Employment & Skills Academies at MAG airports. The Jobs Foundation champions the role of business as a force for good, complementing MAG’s own commitment for its airports to expand opportunity and serve as drivers of progress for their local areas. You can read the full report [here](#).

In the last quarter the Skills and Employment Academy has conducted thirteen outreach workshops in Harlow, Chelmsford, Colchester, Braintree, Hertford, Tottenham, Walthamstow and Hackney. These workshops have supported more than 180 jobs seekers, raising awareness of our employability programmes and the on-site vacancies available at Stansted Airport.

88 adult job seekers enrolled and qualified in the NCFE Level 1 Exploring Aviation course offered by Stansted Academy and over 40% are now successfully in full time employment at the airport. This course provided participants with essential skills and knowledge to help them secure a role in the aviation industry.

In July, Stansted Academy partnered with a production company make a promotional video showcasing the impact of our employment courses. The video shines a spotlight on the collaborative

support we receive from key business partners such as DHL and our Jobcentre Plus (JCP) contacts — highlighting how these relationships help drive real opportunities and outcomes for our learners.

5.2 Local Voices:

5.2.1 Community Outreach and activity

We kicked off the summer season with outreach at Bishop's Stortford Carnival speaking to local residents and answering questions that arose, the airport also sponsored Takeley Flower Festival, which featured a wonderful flower display representing the airport.

The Stansted Airport Cricket Team had its first match against Stansted Cricket Club; we also attended various events/meetings to talk about the airport and its development plans. Great Dunmow Round Table visited the airport for a tour, and the team finished off a bumper Summer of activity with an outreach stall at the Countess of Warwick Show, which involved speaking to hundreds of people about the airport.

Amongst all this activity, we have had numerous teams of colleagues out volunteering in our local community, supporting with gardening, painting, decorating and even handling some farm animals.

5.2.2 Stansted Airport Community Fund

The second meeting of the Community Fund committee took place in September, the panel considered applications from 20 organisations. The committee awarded £35,601 to 13 organisations. Those organisations to receive grants in this round were:

The Agricultural Science Unit	Uttlesford	All weather flooring	£5,000.00
Thaxted Morris Men	Uttlesford	Construction of heritage uniform	£5,000.00
Dunmow Bowling Club	Uttlesford	Refurbishment and expansion of existing pétanque court	£1,000.00
Bishop's Stortford Men's Shed	East Herts	Insulation and waterproofing a shed	£2,000.00
Dunmow Cricket Club	Uttlesford	Artificial playing surface	£2,000.00
Bishop's Stortford Child Contact Centre	East Herts	IT equipment including laptops	£4,878.00
Great Waltham Cricket Club	Chelmsford	Lawnmower	£3,000.00
Wendens Ambo Parochial Church Council	Uttlesford	Church renovation of heating	£2,872.00
Manuden Junior Football Club	Uttlesford	Football equipment	£2,500.00
Stort Pride	East Herts	Movie club equipment	£1,326.00
1st Thorley Buccaneer Scouts	East Herts	Camping and cooking equipment	£2,000.00
Bishop's Stortford Handball Club	East Herts	Handball equipment	£2,065.00
Thorley Cricket Club	East Herts	Digital scoreboard	£2,000.00

5.2.3 Noise Management

This last quarter experienced more usual patterns of westerly vs easterly operations, following the sustained periods of easterly operations earlier this year. There were two departure noise infringements in June, both daytime, three in August, all daytime and four in September, 3 x daytime and 1 during the night period. All the daytime infringements were C17 Globemaster's except 1 x Boeing 747-400, and the night infringement was a late running Boeing 747-400 carrying livestock.

Departure track-keeping performance has remained at very high compliance rates between 99.76% and 99.80% during the quarter.

Continuous Descent Approaches (CDA) to runway 22 have remained strong, with all months at 94.97% and above. CDAs during the core night period have been recorded at 96.99% and above.

Runway 04 core night CDAs have continued to maintain recent improvements, with this quarter ranging between 73.64% and 82.26%

We have seen Continuous Climb departures range from 85.7% in July to 87.00% in August.

The site agreed in Stebbing for this summers' community noise monitoring had a portable Noise Monitor deployed between mid-June and mid-September, at the same site also monitored in 2018. A report will be prepared independently and shared with the NTKWG and EIG.

The sites for 2 x additional permanent Noise Monitors are progressing, with a site in Thaxted likely to be deployed in the next few months with a site in Hatfield Heath later next year.

Recent issues with Helicopters have been identified and project team has been formed to re-establish an HAP to the north of the runway, which we hope to compete early next year.

5.2.4 Night Flights / Helicopter Movements

Month	Total Night Movements	Dispensations Applied	Total QC Points (Rounded)	Helicopter Movements
April 2024	1,086	108	567	41
May 2024	1,365	159	719	44
June 2024	1,721	346	872	79
July 2024	1,909	430	979	92
August 2024	1,723	276	878	88
September 2024	1,648	165	826	54
October 2024	1,364	97	680	88
November 2024	784	22	393	59
December 2024	876	109	418	26
January 2025	781	37	361	33
February 2025	694	17	336	16
March 2025	742	10	354	40
April 2025	1,043	73	480	27
May 2025	1,313	106	630	66
June 2025	1,529	143	735	94
July 2025	1,741	247	841	147
August 2025	1,543	148	738	145

September 2025	1,634	174	763	94
----------------	-------	-----	-----	----

Details of operational performance, including night flights and dispensations applied can be found in our Flight Evaluation Unit (FEU) quarterly report, which can be found at: stanstedairport.com/community/noise/our-noise-performance/

