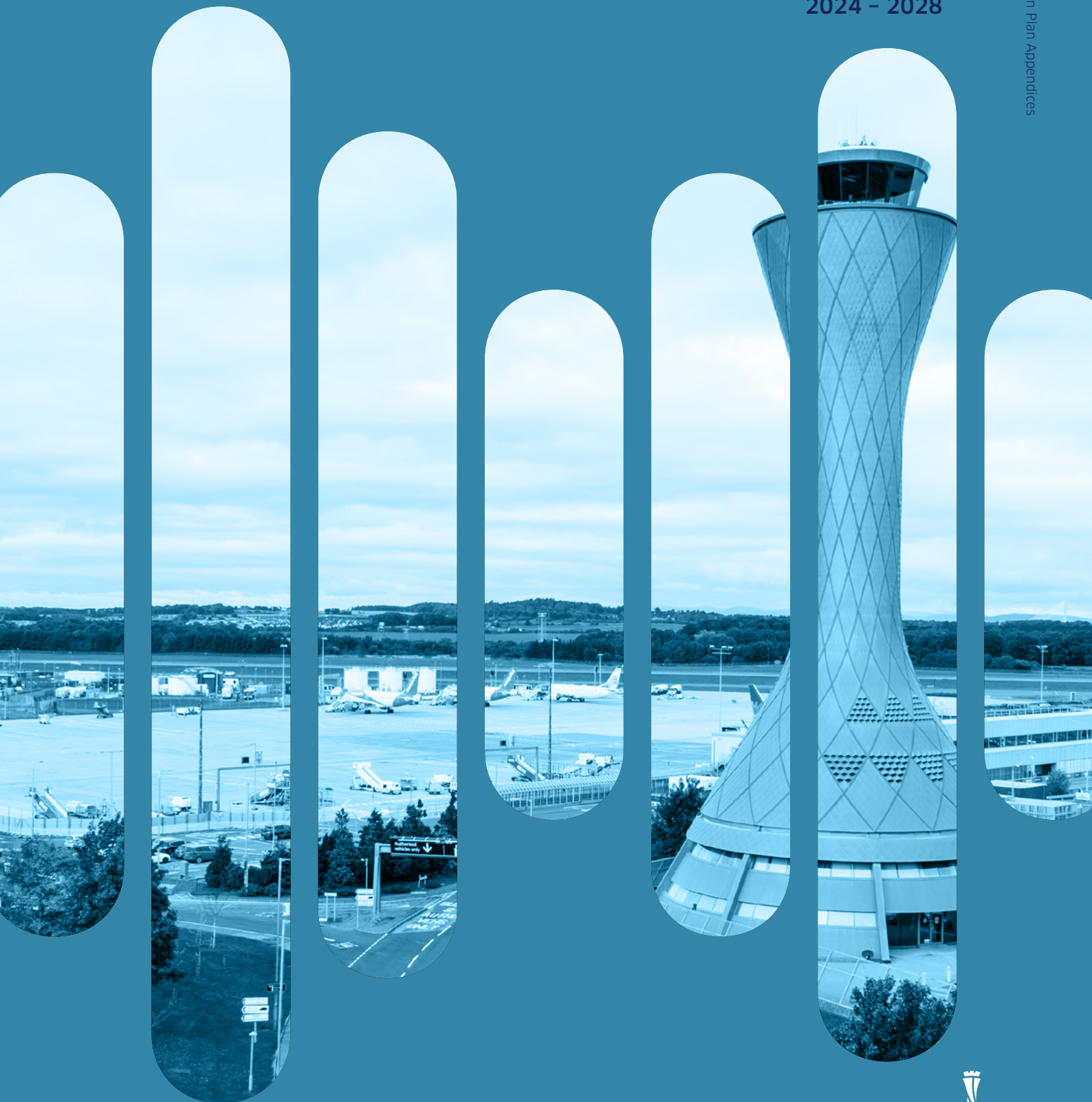


# Edinburgh Airport

# Noise Action Plan

## Appendices

2024 - 2028



Edinburgh Airport 

POWERED BY VINCI AIRPORTS

Global Infrastructure Partners  
a member of IAGP

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Appendix A – ENDS required Mapping

Contour maps and population statistics methodology

NAP Contour Mapping

ERCD Contour Mapping

The Contour mapping provided within the NAP documents was produced by ERCD, a department of the CAA – using the following parameters.

As detailed in previous sections ERCD also provide the baseline contours for the NC Ltd mapping and have detailed below how this was produced.

The Environmental Research and Consultancy Department (ERCD) at the CAA develops and maintains the UK civil aircraft noise contour model ANCON on behalf of the Department for Transport, which calculates contours from aircraft movement, route, noise generation and sound propagation data.

ANCON is used to generate the annual noise exposure contours for Heathrow, Gatwick and Stansted. Other major airports also use the model. As well as producing historical noise contour maps, it is also used to generate forecast noise contours for airport development and airspace change proposals.

The following annual (365-day) period contours were produced:

- 2019 Lday 51-75 dB in 3 dB steps (runway modal split 67%W/33%E)
- 2019 Levening 51-75 dB in 3 dB steps (64%W/36%E)
- 2019 Lnight 45-75 dB in 3 dB steps (68%W/32%E)
- 2019 Lden 51-75 dB in 3 dB steps (67%W/33%E)
- 2019 LAeq,16h 51-75 dB in 3 dB steps (67%W/33%E)

Estimates of the areas, populations and households using the CACI 2019 population database (updated from the 2011 Census) are provided in Tables 12-16 for the above metrics. The counts are provided to the nearest 100 people or households.

The contours have been overlaid onto an Ordnance Survey base map and supplied in PDF, TIF, DXF and KML formats.

Modelling assumptions

The contours have been modelled using ANCON version 2.4 and based on the Edinburgh traffic data that you supplied for the 2019 annual period.

The modelling uses the same flight tracks and dispersions for each SID route and arrival runway that were calculated from summer 2019 radar data for the recent ACP modelling work, as a proportionate approximation.

Similarly, the departure and arrival1 flight profiles previously produced from 2019 summer radar data for the ACP modelling work have been used for this study as a proportionate approximation. Profiles for the remaining aircraft types were based on ICAO (ANP) data.

The effects of the surrounding topography have been modelled using Meridian 2 Gridded Heights terrain data from Ordnance Survey.

Edinburgh Airport – 2019 Noise Action Plan contours ANCON

Table 12  
Edinburgh 2019 Lday contours – estimated areas, populations and households

Lday (dB)	Area (km²)	Population	Households
> 51	56.2	33,200	13,800
> 54	32.5	9,800	4,100
> 57	18.2	4,200	1,800
> 60	10.0	2,400	1,000
> 63	5.4	400	200
> 66	2.9	300	100
> 69	1.6	< 100	< 100
> 72	0.9	0	0
> 75	0.6	0	0

Table 13  
Edinburgh 2019 Levening contours – estimated areas, populations and households

Levening (dB)	Area (km²)	Population	Households
> 51	48.9	24,100	9,900
> 54	28.3	7,500	3,100
> 57	15.9	4,000	1,700
> 60	8.7	2,100	900
> 63	4.7	400	200
> 66	2.6	100	< 100
> 69	1.4	0	0
> 72	0.8	0	0
> 75	0.6	0	0

Edinburgh Airport – 2019 Noise  
Action Plan contours ANCON

Table 14  
Edinburgh 2019 Lnight contours – estimated areas, populations and households

Lnight (dB)	Area (km²)	Population	Households
> 45	57.4	34,500	14,400
> 48	33.6	11,100	4,600
> 51	18.9	4,600	1,900
> 54	10.5	3,200	1,400
> 57	5.5	400	200
> 60	3.0	300	100
> 63	1.6	< 100	< 100
> 66	0.9	0	0
> 69	0.5	0	0
> 72	0.3	0	0
> 75	0.2	0	0

Table 15  
Edinburgh 2019 Lden contours – estimated areas, populations and households

Lden (dB)	Area (km²)	Population	Households
> 51	87.5	55,400	23,400
> 54	52.0	29,200	12,100
> 57	30.2	8,200	3,500
> 60	16.9	4,200	1,800
> 63	9.2	2,400	1,000
> 66	4.9	400	200
> 69	2.7	100	< 100
> 72	1.4	0	0
> 75	0.8	0	0

Edinburgh Airport – 2019 Noise  
Action Plan contours ANCON

Table 16  
Edinburgh 2019 annual day LAeq,16h contours – estimated areas, populations and households

LAeq,16h (dB)	Area (km²)	Population	Households
> 51	54.3	30,800	12,800
> 54	31.5	8,900	3,700
> 57	17.6	4,200	1,800
> 60	9.6	2,300	1,000
> 63	5.2	400	200
> 66	2.8	100	100
> 69	1.5	< 100	< 100
> 72	0.9	0	0
> 75	0.6	0	0

Note: Population and household estimates are given to the nearest 100, and based on 2011 Census data updated for 2019, supplied by CACI © CACI Limited 2019 All Rights Reserved.

**Lden contour map 2019 and 2021**

Lden is based on air traffic movements over the entire year, unlike dB LAeq contours which are based on air traffic during the busiest summer months. In addition, an arbitrary weighting of 5 dB is applied to each of the evening (19:00 – 23:00) movements and 10 dB for each of the night (23:00 – 07:00) movements, to take into account the greater perception of disturbance at night. Contours for strategic noise mapping are presented in 5 dB steps from 55 dBA to 75 dBA. Lnight differ in that they are presented between 50 dBA and 70 dBA.

Figure 06: **Lden 2019 contour map**

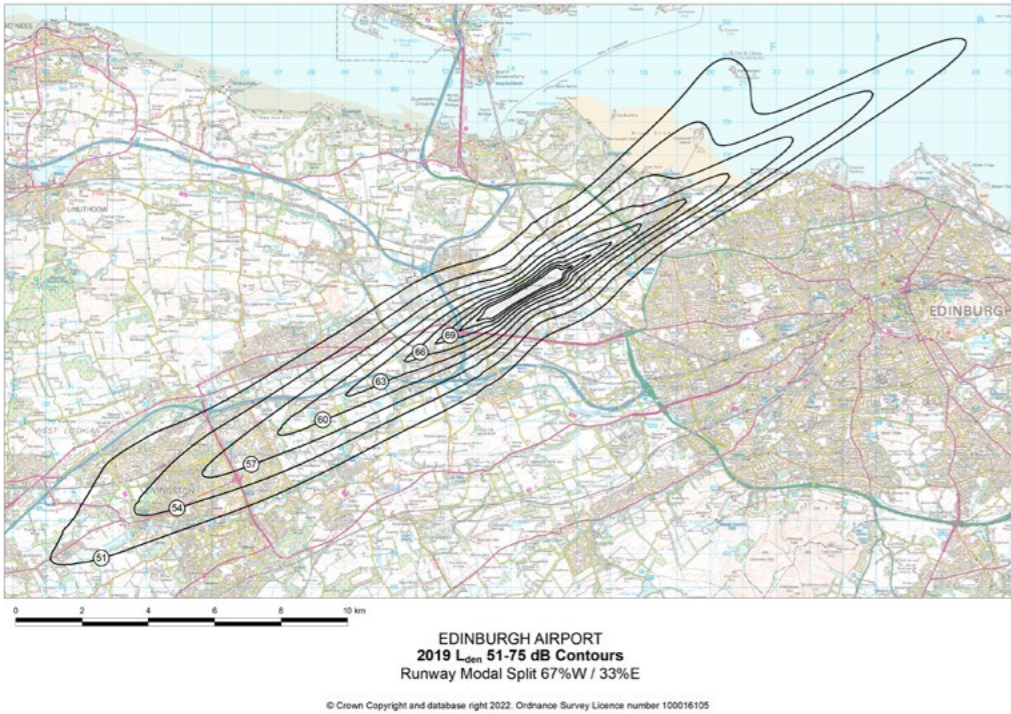
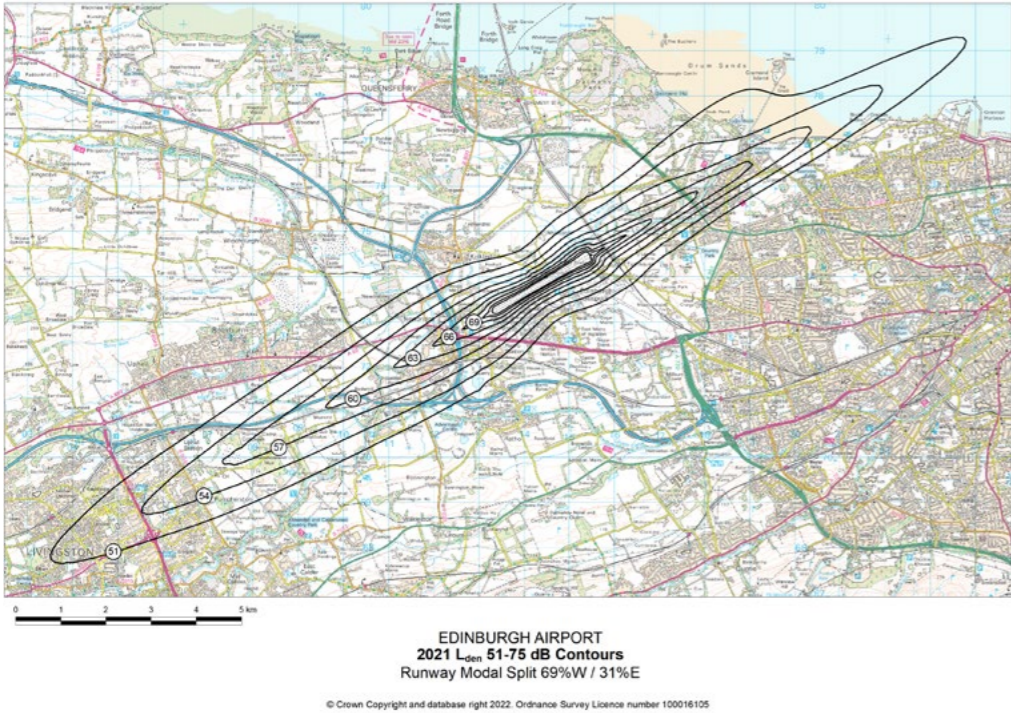


Figure 07: **Lden 2021 contour map**



**LAeq contour map 2019 and 2021**

The UK Government uses the Equivalent Continuous Sound Level, Leq dBA for this purpose which provides average noise levels for the busiest 16 hours of the day, between 07:00 – 23:00 over the year. This is the most common international measure of aircraft noise. This is measured over the whole year in this case 2019 and 2021, 16-hour period refers to 07:00 – 23:00 (local time). This is the time period and parameter set out by legislation – The Environmental Noise (Scotland) Regulations 2006.

Figure 07: **LAeq 2019 contour map**

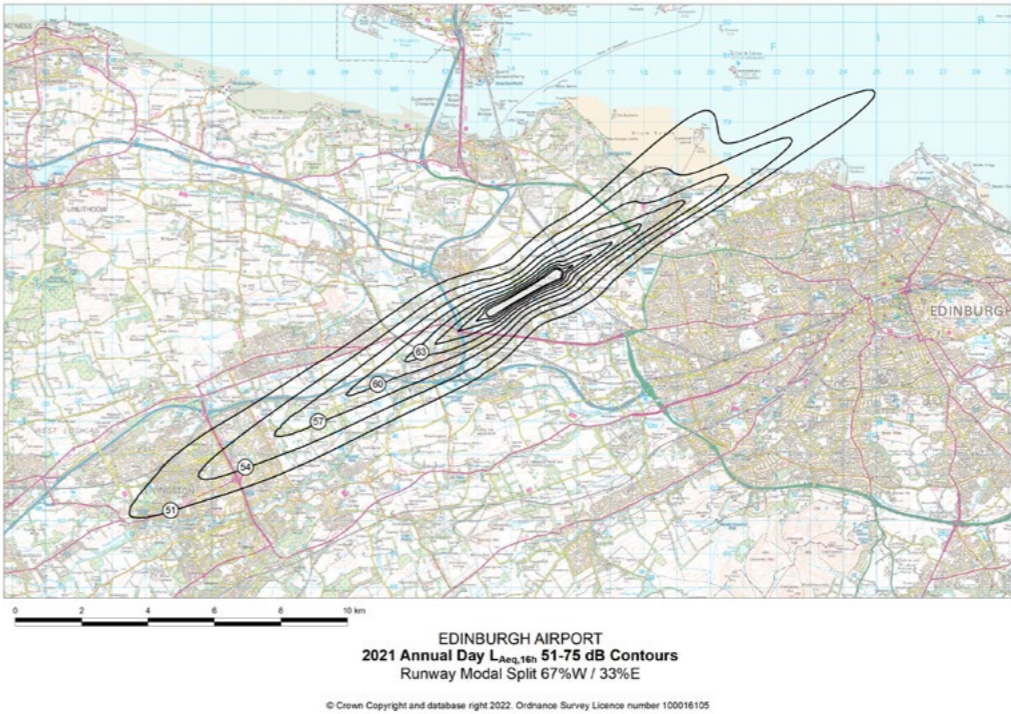
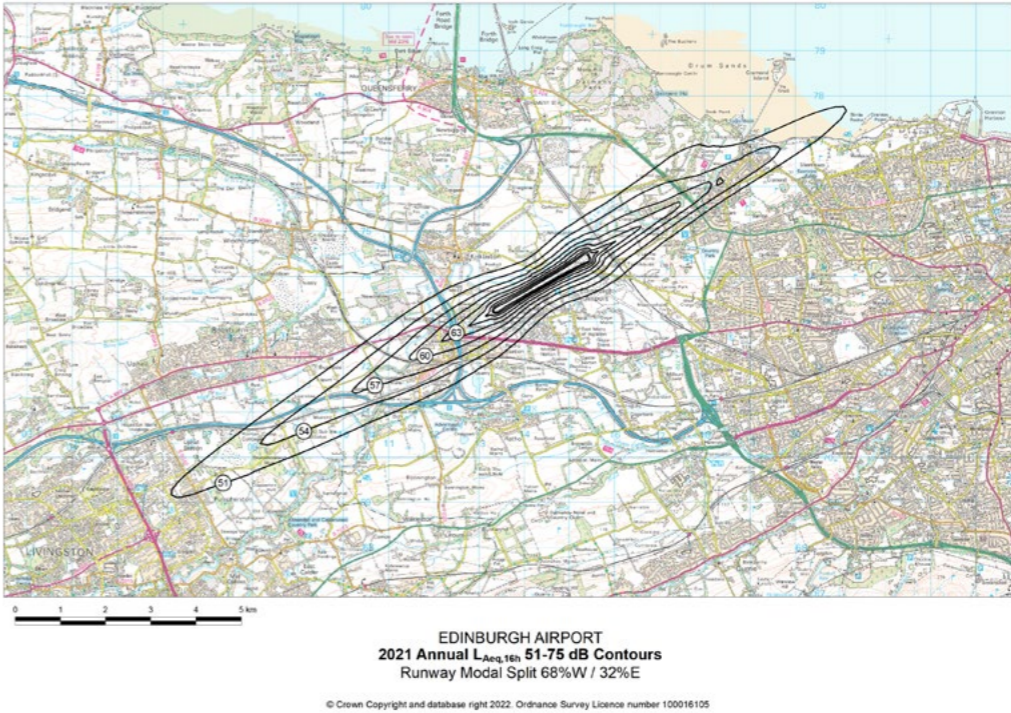


Figure 08: **LAeq 2021 contour map**



Lnight contour map 2019

The Lnight contour map shows the A-weighted long-term average sound level determined over all the night periods of a year; nighttime for this type of measurement is defined as 23:00 – 07:00 which is commonly used in environmental noise measurement and legislation to define the nighttime period and may often be shown in noise reports and contour mapping as the Lnight (8hrs).

Figure 09: Lnight 2019 contour map

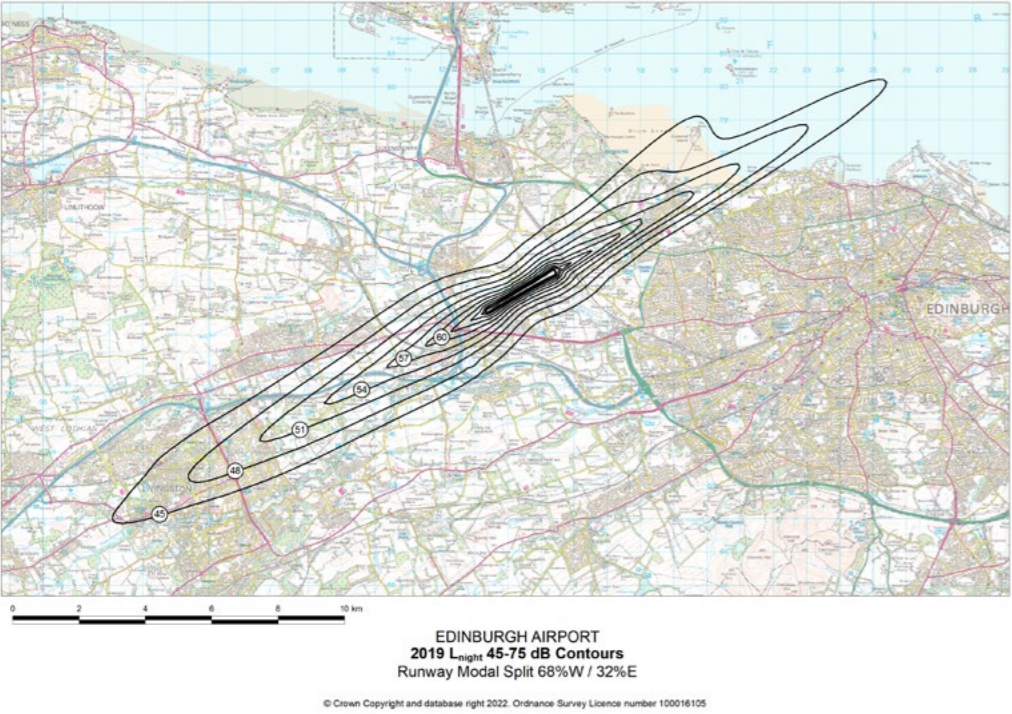
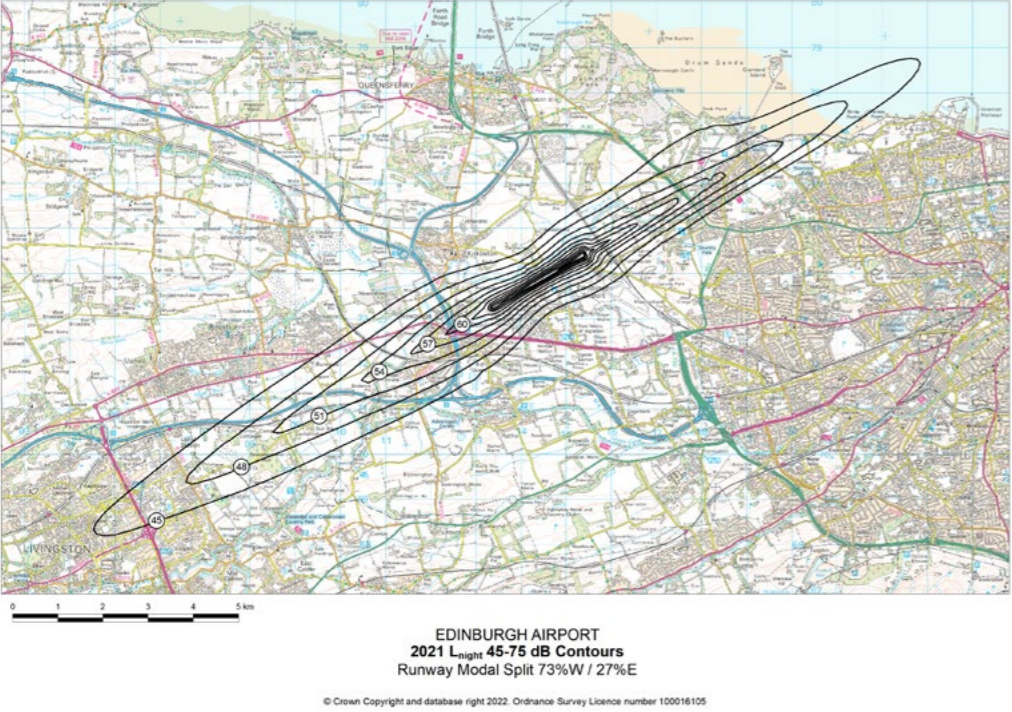


Figure 10: Lnight 2021 contour map



Further information on ANCON noise modelling is available below in Appendix B and on the [CAA website](#)

ERCD 2023 LAeq 16hr Average (Day) & 8hr Average (Night) Summertime contour mapping

The following summer (92-day) period contours were produced:

- 2023 summer day actual modal split LAeq, 16h, plotted from 51-72 dB in 3 dB steps
- 2023 summer night actual modal split LAeq, 8h, plotted from 45-72 dB in 3 dB steps

The 2023 actual runway modal splits were 72% west/28% east for daytime, and 79% west/21% east for night-time.

Estimates of areas, populations and households using the CACI 2023 population database (updated from the 2021 Census) are provided in Tables 17 and 18 for the above metrics. The counts are provided to the nearest 100 people or households.

Figure 11

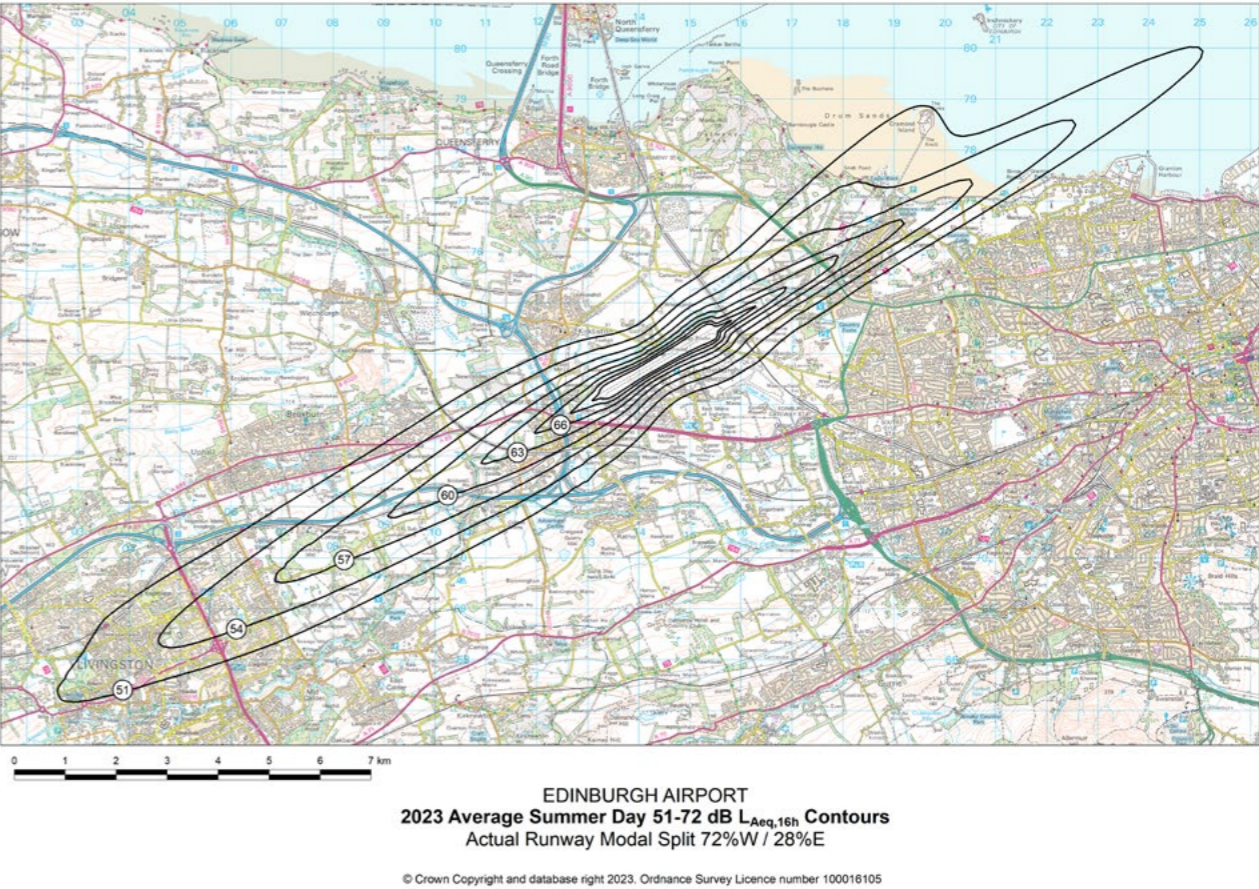


Figure 12

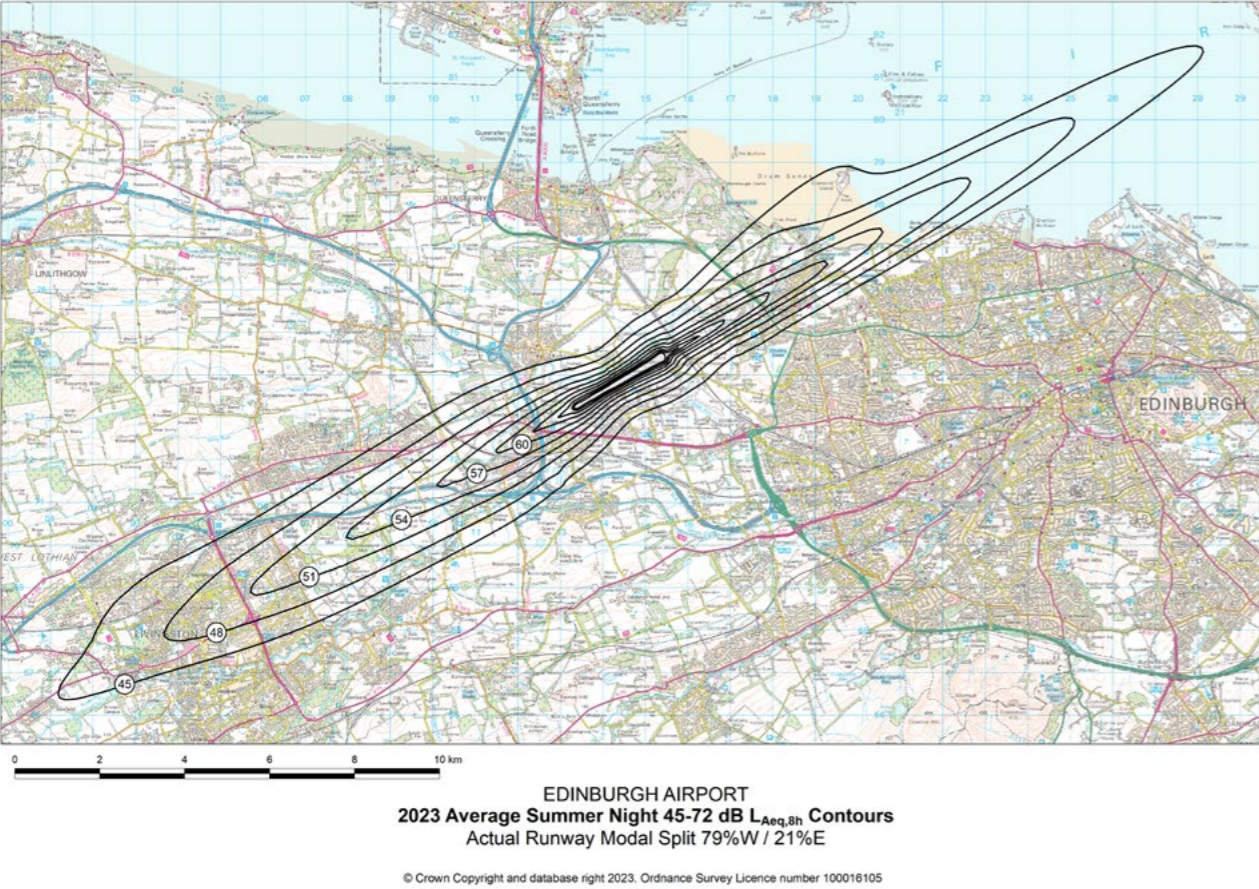


Table 17  
**Edinburgh 2023 average summer day actual modal split (72% west/28% east) LAeq, 16h contours - estimated areas, populations and households**

LAeq, 16h (dB)	Area (km²)	Population	Households
> 51	50.1	30,200	12,900
> 54	29.0	9,300	3,900
> 57	15.8	3,900	1,600
> 60	8.2	1,900	800
> 63	4.1	400	200
> 66	2.1	100	< 100
> 69	1.1	0	0
> 72	0.7	0	0

Table 18  
**Edinburgh 2023 average summer night actual modal split (79% west/21% east) LAeq,8h contours - estimated areas, populations and households**

LAeq, 8h (dB)	Area (km²)	Population	Households
> 45	66.9	41,300	17,800
> 48	39.3	17,700	7,500
> 51	22.3	5,600	2,400
> 54	11.8	3,500	1,400
> 57	6.0	2,000	800
> 60	3.0	400	200
> 63	1.5	< 100	< 100
> 66	0.8	0	0
> 69	0.5	0	0
> 72	0.3	0	0

Note: Population and household estimates are given to the nearest 100 and based on 2021 Census data updated for 2023, supplied by CACI © CACI Limited 2023 All Rights Reserved.

**Scottish Strategic Noise Mapping - NCLtd mapping consultants**

The Strategic Noise contour maps and population data tables are provided on the Scottish noise mapping website and were produced for the Scottish Government by Noise Consultants Ltd (NCL), the mapping is interactive, and is not available for inclusion in this NAP. The mapping is produced using the following parameters and can be viewed via the following link - [Strategic Scottish Mapping](#) the Data tables provided in Section.

Data inputs for the production of the Strategic Contour Mapping have changed between rounds 3 and 4, the mapping is now based on the requirements detailed in CNOSSOS-EU and represents a fundamental change in input data requirements, this required the NCL Project Team to undertake associated research to help understand the impact of data decisions and assumptions on the accuracy of its noise model and maps. Research has included:

- Estimation of rail vehicle emission factors
- Sensitivity analysis of the emission methods
- Investigations into ground cover dataset selection
- Methods for considering meteorological corrections

The population datasets used within the modelling are:

- Census 2011 Output Areas
- National Record of Scotland (NRS) Data Zone to Output Area Lookup Table
- NRS Mid-2021 Population Estimates Scotland for data zones
- Addressbase Plus
- Airport - Calculation Methodology

ECAC Doc.29 4th Edition provides an internationally recognised the methodology for airport noise modelling and contouring.

The modelling software's that comply with the dictates of the fourth edition of ECAC Doc.29 are:

- The Aviation Environmental Design Tool (AEDT) - most widely used international software
- ANCON - used by the British Civil Aviation (CAA)
- The NORTIM - used in Norway.
- The development of an airport noise model required several key data inputs which can be split into five categories:
  - Airport layout - Airfield related data;
  - Meteorological data;
  - Terrain;

- Aircraft flight paths; and
- Aircraft movement data

Lden contour map

Noise maps are produced by computer software that calculates the noise level at specific points as the noise spreads out from the sources of noise that are been modelled. The software can take account of features that affect the spread of noise such as buildings and the shape of the ground (e.g. earth mounds), and whether the ground is acoustically absorbent (e.g. fields) or reflective (concrete or water).

Lden contours

The Environmental Noise (Scotland) Regulations 2006 requires that strategic noise mapping should be conducted at five yearly intervals. Unlike the conventional summer 16-hour Leq dBA contours, the regulations require a different range of noise parameters: Lday, Levening, Lnight, LAeq 16hr, and dB Lden. A full definition of these terms is provided in the glossary.

Lden is based on air traffic movements over the entire year, unlike dB LAeq contours which are based on air traffic during the busiest summer months. In addition, an arbitrary weighting of 5 dB is applied to each of the evening (19:00 – 23:00) movements and 10 dB for each of the night (23:00 – 07:00) movements, to take into account the greater perception of disturbance at night. Contours for strategic noise mapping are presented in 5 dB steps from 55 dBA to 75 dBA. Lnight differ in that they are presented between 50 dBA and 70 dBA.

Noise Consultants Ltd

2021 Contour mapping data tables

Table 19

2021	Population			Number of dwellings		
	R3	R4	Difference	R3	R4	Difference
Lden						
>55	13,800	6,100	-7,700	6,700	2,300	-4,400
>60	3,200	2,100	-1,100	1,600	800	-800
>65	400	200	-200	200	100	-100
>70						
>75						

Table 20

2021	Population			Number of dwellings		
	R3	R4	Difference	R3	R4	Difference
Lday						
>55	5,400	2,800	-2,600	2,600	1,000	-1,600
>60	1,200	500	-700	600	200	-400
>65	200	0	-200	100	0	-100
>70						
>75						

Table 21

2021	Population			Number of dwellings		
	R3	R4	Difference	R3	R4	Difference
Leve						
>55	4,200	3,000	-1,200	2,000	1,100	-900
>60	800	500	-300	400	100	-300
>65	100	0	-100			
>70						
>75						

Table 22

2021	Population			Number of dwellings		
	R3	R4	Difference	R3	R4	Difference
Lnight						
>50	4,200	4,100	-100	2,000	200	-1,800
>55	800	700	-100	400	0	-400
>60	100	0	-100	0	0	0
>65						
>70						
>75						

Table 23

2021	Population			Number of dwellings		
	R3	R4	Difference	R3	R4	Difference
LAeq16h						
>55	5,200	2,900	-2,300	2,500	1,100	-1,400
>60	1,100	500	-600	500	200	-300
>65	200	0	-200	100	0	-100
>70						
>75						

## Appendix B – Supplemental Mapping

The Contour mapping on the following pages was produced by ERCD in response to suggestions during our previous NAP 2018 – 2023 public consultation that supplemental mapping may provide greater understanding to the public.

As detailed in previous sections ERCD also provide the baseline contours for the NC Ltd mapping and have detailed below how this was produced.

The Environmental Research and Consultancy Department (ERCD) at the CAA develops and maintains the UK civil aircraft noise contour model ANCON on behalf of the Department for Transport, which calculates contours from aircraft movement, route, noise generation and sound propagation data.

ANCON is used to generate the annual noise exposure contours for Heathrow, Gatwick and Stansted. Other major airports also use the model. As well as producing historical noise contour maps, it is also used to generate forecast noise contours for airport development and airspace change proposals.

Further information on ANCON noise modelling is available via the link below on the CAA website: <https://www.caa.co.uk/consumers/environment/noise/features-of-the-ancon-noise-modelling-process/>

ERCD of the CAA use the ANCON system to provide contour mapping below commissioned by Edinburgh Airport,

*ERCD – The contours have been produced to meet the requirements of CAP 2091: CAA Policy on Minimum Standards for Noise Modelling. Since Edinburgh Airport would fall under ‘Noise Category C’ as defined by CAP 2091, the modelling has been informed by the ICAO (ANP) noise database, with 2021 flight profiles based on local track-keeping data for the major departure and arrival ANCON types (accounting for >75% noise energy), and 2021 mean flight tracks and dispersions based on local track-keeping data.*

*Estimates of the areas, populations and households using our CACI 2021 population database (updated from the 2011 Census) are provided in Tables 1-5. The counts are provided to the nearest 100 people or households.*

*The contours have been modelled using ANCON version 2.4 and based on the Edinburgh traffic data that you supplied for the 2021 annual period, and the contours have been overlaid onto an Ordnance Survey base map.*

*ERCD have analysed the 2021 summer radar data to produce flight tracks and dispersions for each SID route and arrival runway.*

*The 2021 summer radar data were also analysed to produce summer day height/speed profiles for the major ANCON types (6 profiles each for departures and arrivals), calculated as averages across all routes for departures, and averaged across both runways for arrivals. We have then produced height/speed/thrust profiles for these types that are informed by ICAO noise data. Profiles for the minor aircraft types have all been based on ICAO (ANP) data.*

*The effects of the surrounding topography were modelled using Meridian 2 Gridded Heights terrain data from Ordnance Survey.*

### 100% MODE Contour Mapping

A runway can be used in one of two directions, as detailed previously this is determined by whether the wind is coming from the east or the west. 100% mode contours portray averaged noise impacts based on single direction runway usage rather than the standard method which portray actual or forecast runway usage over an average summer day or night. The year modelled is 2019 traffic data projected out to 2022 should Covid and the associated changes to our fleet mix and volume have not changed.

Figure 13: 100% mode East Day 07:00 – 23:00

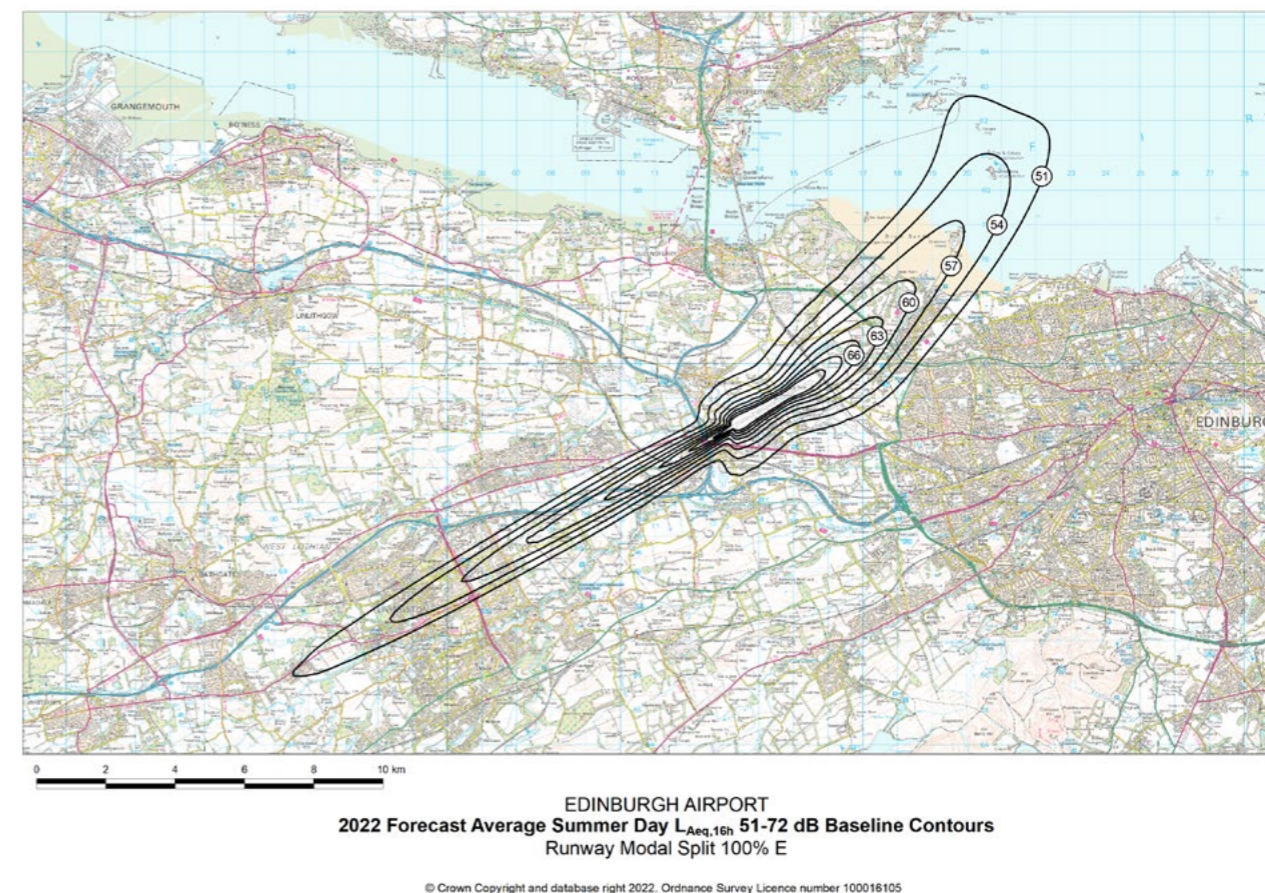


Figure 14: 100% mode East Night 23:00 – 07:00

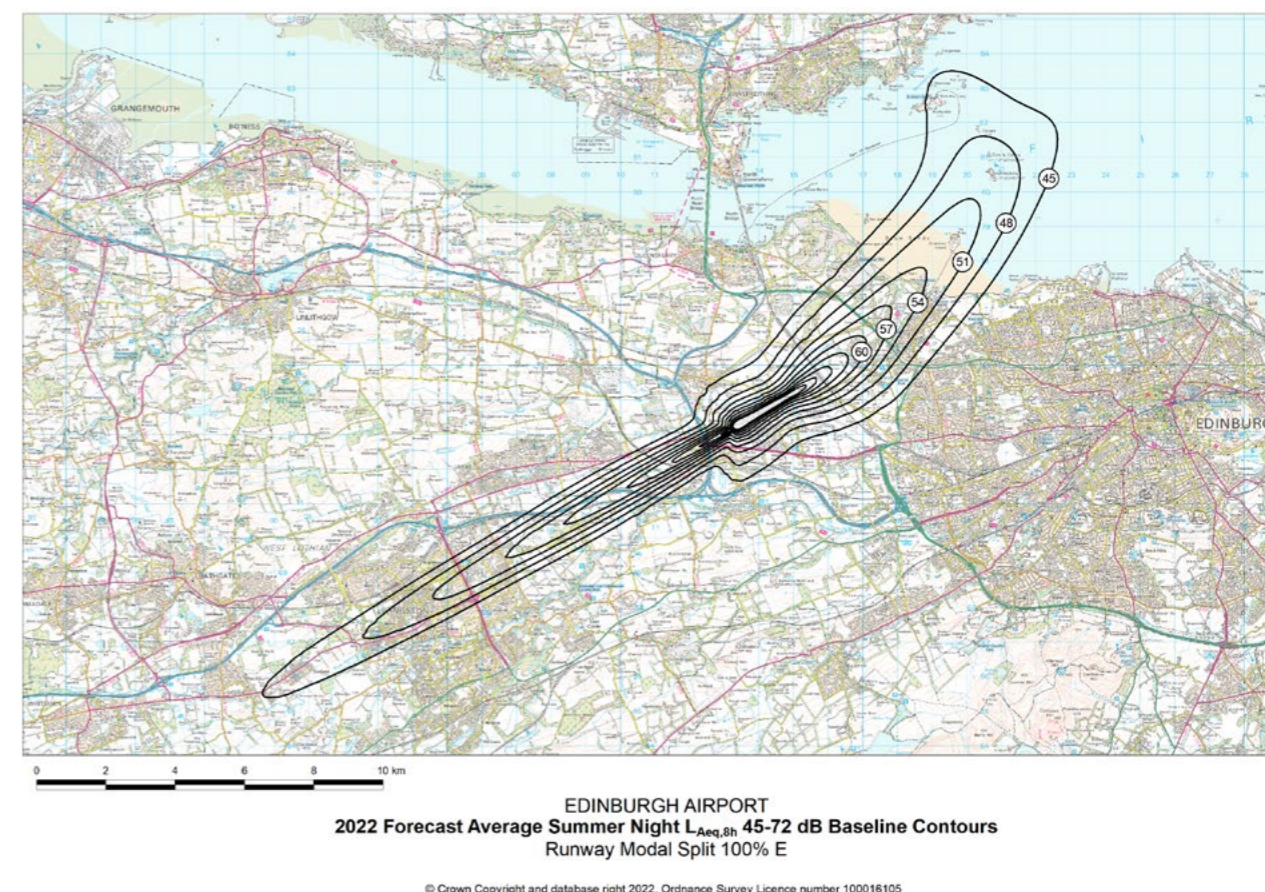


Figure 15: 100% mode West Day 07:00 – 23:00

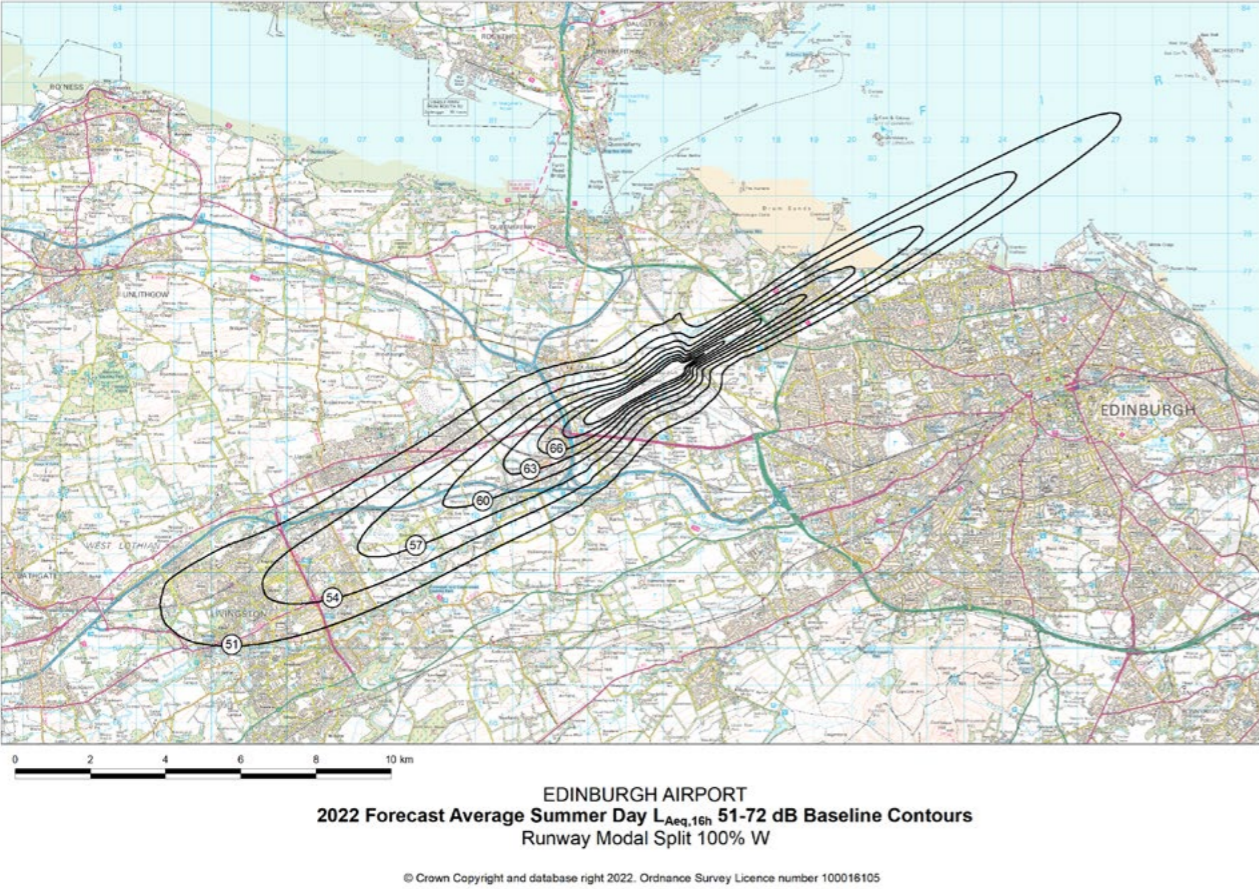
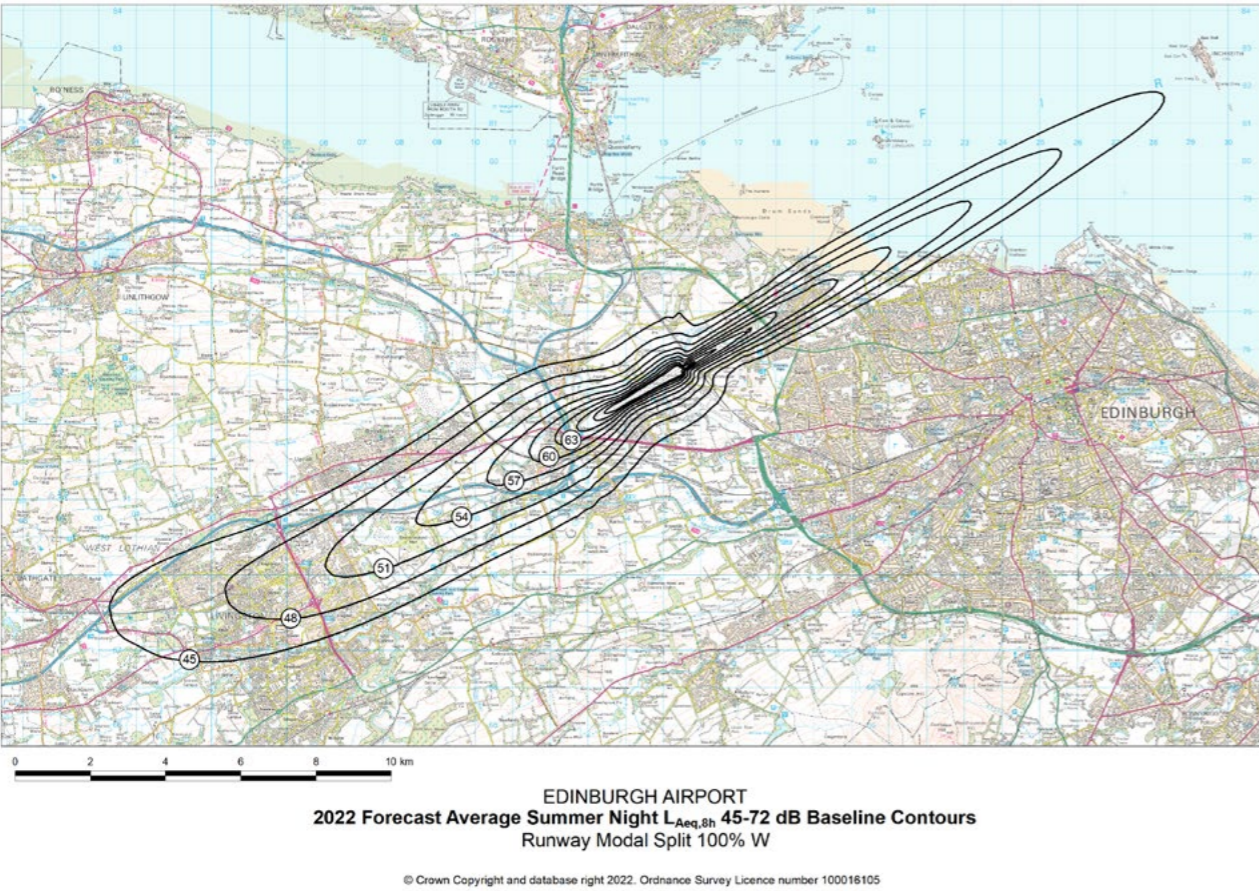


Figure 16: 100% mode West Night 23:00 – 07:00



### Nx Contour mapping

Nx contours show lines connecting points of equal noise exposure, providing a visual representation of the varying levels of aircraft noise across a geographic area. The contours are often used in aviation noise assessment and planning to help evaluate and mitigate the impact of aircraft noise on communities living near airports or flight paths. Put simply Nx Contour mapping provides information on the number of aircraft you may be likely to experience on an average summer day or night and the different Lmax levels represent the different times of day 60dB for night and 65dB Day.

The year modelled is 2019 traffic data projected out to 2022 should Covid and the associated changes to our fleet mix and volume have not changed.

Figure 17: N65 Day 07:00 – 23:00

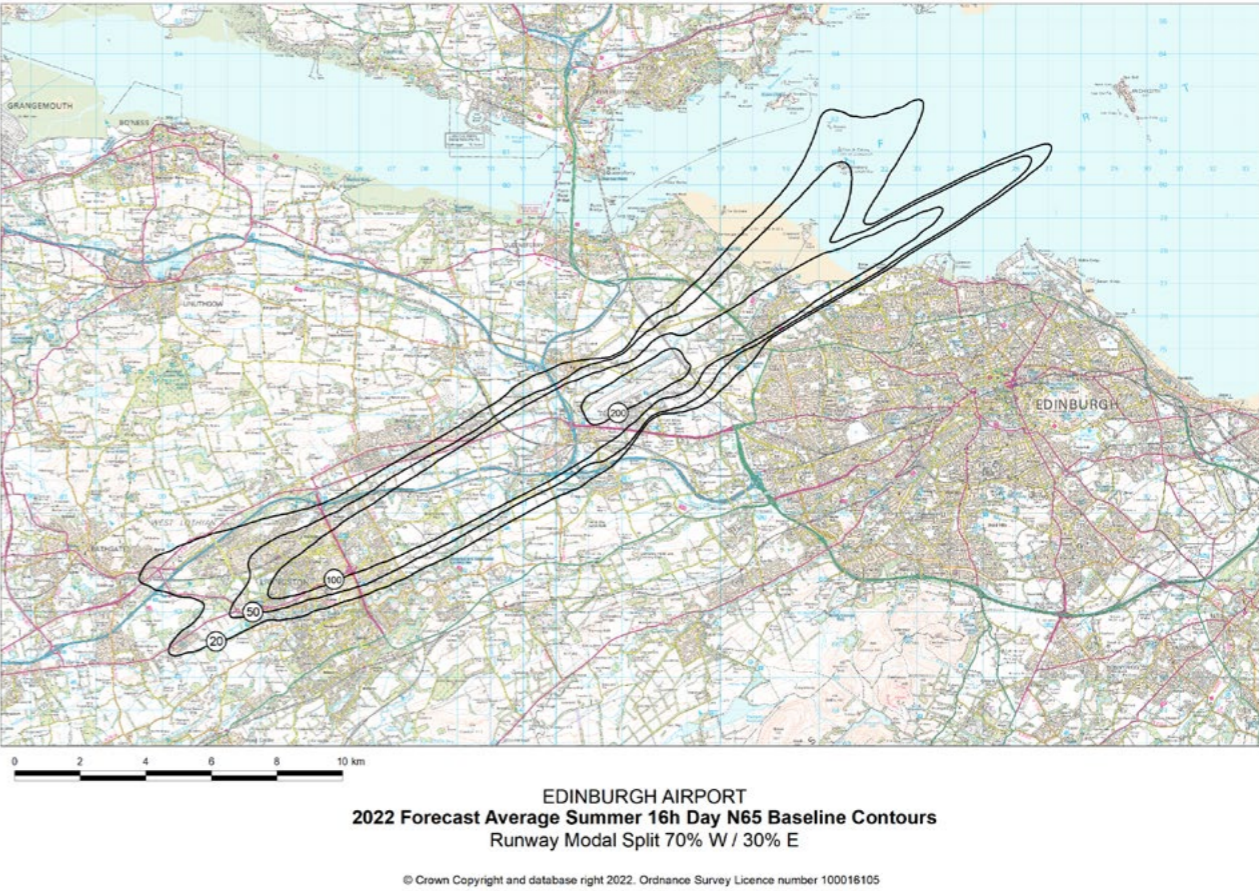
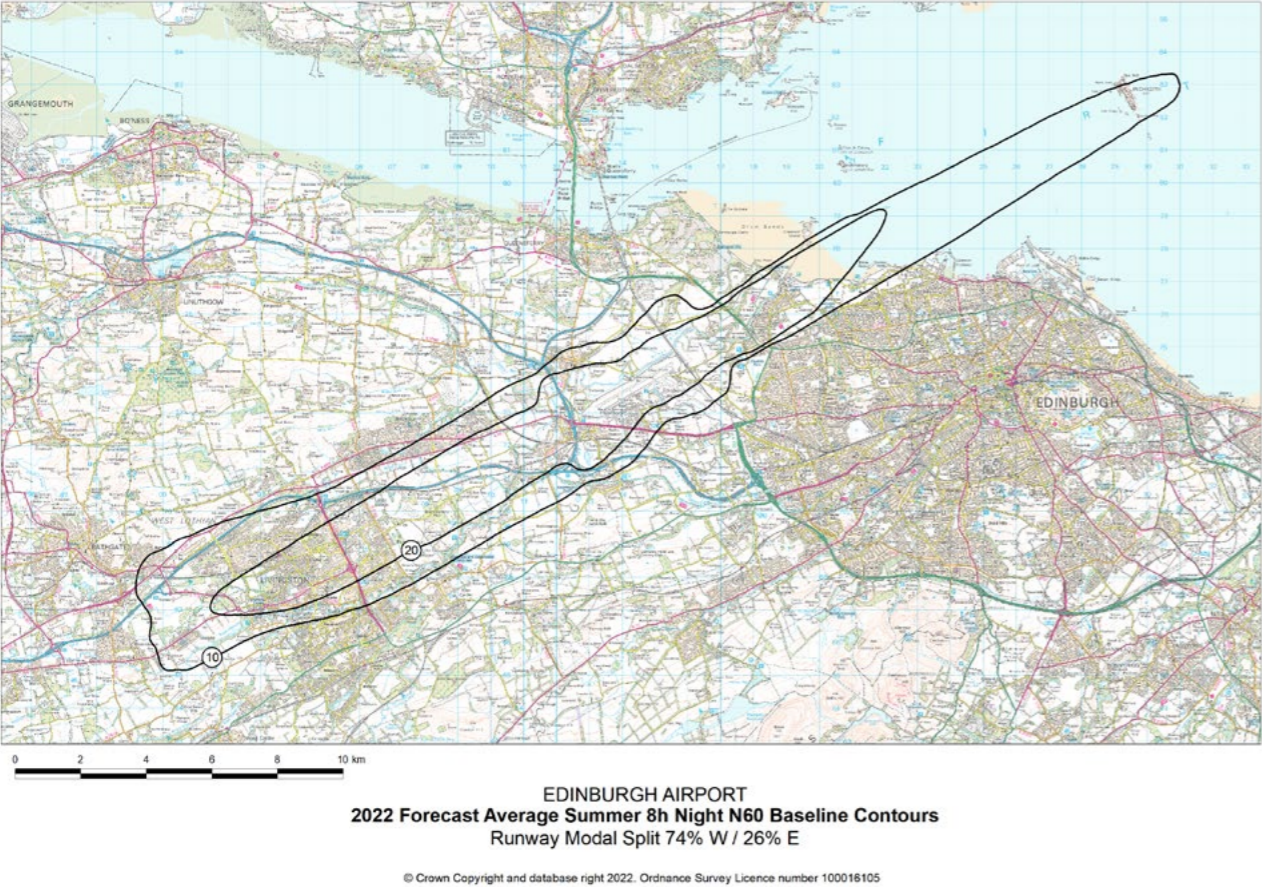


Figure 18: N60 Night 23:00 – 07:00



# Appendix C – Current Insulation Scheme process and copy of Policy

## Current Policy

### Noise Insulation Scheme process

1. Residents should arrange their own quotes for doubling glazing installers (minimum of 2). This should detail per window and door (external doors only).
2. Houses built since 2009 are not eligible for the scheme.
3. Residents should send the quotes to Edinburgh Airport.
4. Edinburgh Airport write back to the resident with the confirmed contribution the Airport will pay.
5. Residents and airport agree how the airport contribution will be billed. A cheque can be posted to the resident after installation. Installers can invoice the airport directly for the airport contribution agreed.
6. Residents go ahead and instruct the work to be done and notify the airport of when the new glazing is installed.
7. Airport visit the property to check that the job has been completed.
8. Airport pay their contribution.

# Edinburgh Airports Noise Insulation Scheme Policy

This policy explains how we receive and process those enquiries regarding Edinburgh Airports Noise Insulation Scheme.

## Introduction

We understand that you are the owner of the property at the above address (the “Property”) which is within the 63dB and greater LAeq noise contours of Edinburgh Airport. Provided that the Property was built prior to 2009, you are eligible for assistance by Edinburgh Airport with the insulation of your property as part of our commitment to the local community (the “Noise Insulation Scheme”).

## Summary

As part of the Noise Insulation Scheme, Property owners are entitled to apply to Edinburgh Airport for:

1. Free secondary glazing to fit existing windows;
2. A 50% contribution towards standard double glazed PVCu replacement windows;
3. A 50% contribution towards high specification double glazed PVCu replacement windows (specially designed to reduce noise levels); and/or
4. A 50% contribution towards replacing glass sealed units (glass only, keeping existing window frames).

Loft insulation has also been found to help further reduce noise disturbance. As part of the Noise Insulation Scheme, eligible Properties could also be entitled to ventilation and loft insulation free of charge.

The Noise Insulation Scheme operates as follows:

1. Property owners shall obtain not less than two quotes from third party contractors for the installation of windows, glass and/or loft insulation (as applicable) and provide these to Edinburgh Airport. Where applicable, such quotes must detail costs per window and/or doors (Provided that only external doors are covered by the Noise Insulation Scheme); Edinburgh Airport Noise Insulation Scheme Policy.

2. We shall visit the property and assess the number of windows units and doors required.
3. We shall (acting reasonably and without undue delay) agree in writing which quote should be accepted, the contribution which Edinburgh Airport shall pay, and how such contribution shall be paid.
4. The Property owner shall instruct the agreed contractor to commence the installation then notify us once the installation is complete.
5. When we are satisfied that the installation is complete (by way of an inspection of the Property) then we shall reimburse the Property owner the agreed contribution.

### Liability

The provision of the Noise Insulation Scheme does not constitute acceptance by Edinburgh Airport of liability for any noise insulation works carried out at the Property. Edinburgh Airport shall have no liability to you or any other occupier or owner of the Property for noise insulation works carried out at the Property (other than to the extent set out in Paragraph 2 above). Any liability in contract or delict, and any guarantees of workmanship or performance, will be owed by the appointed contractor to the owner of the Property.

### Arranging your own repairs

Nothing in this letter prevents the owner or occupier of the Property from arranging repairs of the Property at their own cost or claiming under their building insurance policy.

### Receiving Enquiries and Managing your Data

In order to deliver the intent of this policy and maintain the integrity of the enquiries process and data, in line with our commitment to work to engage and improve our communications with the public. Enquiries regarding Edinburgh Airports Noise Insulation Scheme made to the Edinburgh Airport Noise Insulation Scheme Policy airport should be submitted via our dedicated enquiries web portal: <http://noiselab.casper.aero/edi>

In circumstances where the enquirer does not have access to the internet enquiries can be made by letter to our postal address at the end of this document or by telephone to our dedicated noise line, 0800 731 3397 (Freephone 24/7).

Enquiries received by post and telephone will be entered into the NTK system by our staff, to maintain a single, uniform and transparent record of all enquiries.

We will register, acknowledge and, where appropriate, investigate all enquiries received. For statistical purposes, it is essential that we are provided with a full name, valid email address (where available) and postal address and the reason for the enquiry, otherwise it cannot be logged.

Names, email addresses and postal addresses given will not be made public or used for any purpose other than registering the enquiry details, and to allow direct response to the enquirer.

How long we will keep your personal information for? Once your property has received works under Edinburgh Airports Noise Insulation Scheme your data will then be kept for a period of 10 years. After this time, we will minimise the personal data we hold on you by securely deleting all but your address and if the works were accepted and completed.

This residual information will be held on record until the scheme is closed. This information is required to ensure that an accurate record is kept of properties that have had works undertaken.

### Policy Review

We will keep this policy under periodic review.

### Postal Address Vortex Damage/Ice Fall Damage

Communications Team  
Terminal Building  
Edinburgh Airport Limited  
Edinburgh  
EH12 9DN Scotland

### Email Address

[noise@edinburghairport.com](mailto:noise@edinburghairport.com)

## Appendix D – Current noise fining procedures

Three fixed noise monitors are used for fining of aircraft or community engagement, our three mobile noise monitors are used for community noise monitoring programmes with one mobile unit currently installed at a property located in Dalgety Bay which will remain on site for the period of one year April 2024 – April 2025.

Current noise thresholds in place, aircraft which exceed the following limits are fined:

- 94dB Lmax noise level during the day (06:00 – 23:30)
- 87dB Lmax noise levels at night (23:30 – 06:00)
- 90.1dB and above (i.e. over 3dB over the limit) = £2000
- 87.1 – 90.0dB (i.e. up to and including 3dB over the limit) = £1000

The noise levels are measured by our noise monitors located in Cramond, Broxburn and Livingston.

## Appendix E – AQ/Water Quality monitoring reports

AQ Reports and information on Water Quality may be accessed and downloaded via Edinburgh Airports [Noise Lab](#) pages.

## Appendix F – Noise Enquiries Policy

### Complaints Policy

#### How we handle complaints about aircraft activity

We understand that our operations have an impact on our local communities and that residents may want to complain about aircraft activity. This policy explains how we receive and process complaints.

#### Introduction

Policy Objectives:

- The acknowledgement and timely response of complaints.
- The provision of sufficient information to understand the source of the issue, and where appropriate, what action has been taken.
- The consistent recording of all complaint data.
- The establishment and maintenance of a complete record of complaints received transparent to the community, regulator and other stakeholders.
- The utilisation of a digital platform to facilitate these objectives.

#### Summary

- The principal mechanism for registering noise complaints at Edinburgh is through the online Casper system. However, we accept that not everyone has access or the ability to use the internet, and we will also accept complaints received via telephone to our dedicated noise complaints line, 0800 731 3397 (Freephone 24/7) or by letter.
- We will register, acknowledge and investigate all complaints received that have a full name, email address (where available) and postal address. All names, email addresses and postal addresses will be treated as strictly confidential and not used for any purpose other than registering complaints.
- Emails sent to our Executive team will be passed onto the Communications team to log, investigate and respond to on their behalf.
- To the extent we can, we will provide individuals with relevant information to help with understanding the issue raised. We believe that the fairest and most beneficial method for dealing with enquiries from all residents is to be clear and open about existing policies,

the measures used to control noise and how these together affect how the Airport operates.

- We will investigate the cause of complaints arising from specific causes such as poor track keeping but we will not repeatedly supply the same or similar information or substantial amounts of data.
- The Casper complaint database will provide aggregate data that is accessible to third parties.
- We will continue to monitor our overall performance, for example, with respect to track keeping and number of Complaints received within our Performance indicator of 5 working days.
- We will use data to continue to work proactively with airlines and air traffic service providers to enhance noise mitigation performance at the Airport.

#### Receiving Complaints

In order to deliver the intent of this policy and maintain the integrity of the complaints process and data, in line with our commitment to work to engage and improve our communications with the public. Complaints regarding aircraft noise made to the Airport should be submitted via our dedicated complaints web portal (Casper): <https://noiselab.casper.aero/edi/>

In circumstances where the complainant does not have access to the internet complaints can be made by letter to our postal address at the end of this document or by telephone to our dedicated noise complaints line, 0800 731 3397 (Freephone 24/7). Complaints received by post and telephone will be entered into the Casper system by our staff, to maintain a single, uniform and transparent record of all complaints.

We will register, acknowledge and, where appropriate, investigate all complaints received. For statistical purposes, it is essential that we are provided with a full name, valid email address (where available) and postal address and the reason for the complaint, otherwise the complaint cannot be logged.

Names, email addresses and postal addresses given will not be made public or used for any purpose other than registering complaint details, and to allow direct response to the complainant. Complaint reports by postal code area are recorded through Casper and published. We can only provide information on aircraft that operate to and from Edinburgh Airport.

We receive a number of complaints made by images taken from apps such as Flight Radar. This does not provide the information we need to investigate complaints, which we do by using our own noise and track keeping software. When complaints are provided in this format, we will request that residents provide the required information detailed above.

#### Specific Enquiries

Complaints regarding specific flights must be individually registered. For complaints regarding specific departures we will, in line with this policy, supply details of the flight which is the subject of the complaint, such as airline, flight number and height. Where complaints are registered regarding a number of flights, we will endeavor to provide general information which will add to an individual's understanding of the situation.

In the case of arriving aircraft, there is no requirement for track keeping as is the case with departing aircraft, however we will supply information to help explain the reasons for an unusual event, for example, a change to a normal operating pattern. Where it is deemed to help understand the noise relating to a particular area, we will supply typical days' tracks of aircraft overflight and background information relating to operations.

#### Provision of Information

We provide a full and comprehensive information service and our policy is to make available as much detail about aircraft operations as is reasonably practical, (for example, noise limits, runway direction and aircraft heights within Noise Preferential Routes). All this information is publicly accessible through Casper and Edinburgh Airport's Noise Website: <https://noiselab.casper.aero/edi/>

Each request for information over and above that publicly provided through Casper or given to answer the individual complaint will be considered on its merits, based on the circumstances of the request. We will take into account the amount of information that has already been made available, the resources required to process the information asked, and whether the information seems likely to enhance further understanding. We may however decline to undertake extensive data gathering exercises in support of individual complaints.

### General Enquiries

We will supply information which explains aircraft routes and procedures, which includes maps showing typical tracks relating to individual postcodes, to be transparent and accurate about the possible impacts of aircraft operations for those living near Edinburgh Airport.

The Edinburgh Airport Noise Website: <https://noiselab.casper.aero/edi/> provides detailed information on aircraft activity and how aviation may impact local communities, as well as hosting the dedicated complaints handling portal detailed above.

### Persistent Complainants

We sometimes receive a large number of complaints from individuals. Whilst we take all concerns seriously, we will take a view on whether an individual's request for information is taking up a disproportionate amount of time and resources.

We have adopted a three-stage process to investigating and responding to multiple complaints received by one individual.

Step 1:  
We will fully investigate and respond in detail to the first complaint received.

Step 2:  
If we are then contacted again and asked for additional information, we will review our original response and, if appropriate and necessary, provide additional information.

Step 3:  
If a complainant contacts us a third time and we believe there is no additional information that can be provided to enhance understanding, we will inform the complainant that the complaint will be logged but will not be further responded to.

We work directly with Community Councils to understand concerns of local residents and communities. You may also wish to speak to your Community Council representative who can provide you with more information or pass feedback onto us.

**Monitoring of Noise Abatement Procedures & Complaints**

We will analyse complaints on a quarterly basis to establish trends, ensuring we can keep track of community concerns and where appropriate improve our communication on these issues and look into possible mitigation actions.

We will report on our complaints data at our quarterly EACC meetings, to Edinburgh Airport Noise Advisory Board (EANAB) and in our quarterly community newsletter. The EACC and EANAB meetings allow us to share information between interested parties including representatives of Community Councils and local resident’s groups. We can also share this information with other Community Councils if requested.

We will make Quarterly noise reports available online via our Edinburgh Airport noise lab web pages.

We will report on the number of complaints received, the number of complainants, any complainants that reached step 3 in the complaints process, a summary of key concerns and highlight any significant changes or trends that have emerged to ensure all complaints are publicly and transparently reported.

**Abusive Complaints**

Edinburgh Airport Limited will not respond to any complaints made that are of an abusive or threatening nature or containing obscene language. Any such complaints may be referred to the Police for investigation.

**Assurance**

We aim to respond to complaints within 5 working days. When a more detailed investigation is required, we will send an acknowledgment email advising where possible a date when you can expect a full response. We appreciate that the information we provide may be technically detailed and will aim to ensure that our responses are provided in a jargon-free and easily accessible way. When requests for information are made, we will consider each on its merit and while we aim to be as helpful and transparent as possible, we must consider the resources available to us, the needs of other complainants and ensure that everyone is treated fairly.

**Policy Review**

We will keep this policy under periodic review.

**Postal Address Noise**

Communications Team  
Terminal Building  
Edinburgh Airport Limited  
Edinburgh EH12 9DN  
Scotland

**Email Address**

noise@edinburghairport.com

**Appendix G – Edinburgh Airport Noise Advisory Board (EANAB)**

The Purpose of the Edinburgh Airport Noise Advisory Board (EANAB) is to facilitate communication between local communities and Edinburgh Airport (EAL) regarding the impact of airport noise on communities. This communication includes advice, information provision and recommendations from both EANAB to EAL and from EAL to EANAB.

The remit of EANAB is to mitigate and reduce Edinburgh Airport noise levels on local communities.

The Board consists of local community representatives; airport employees; an independent Chair whose purpose is to facilitate the work of the Board, and any co-opted persons with specialist knowledge as may be required. It operates through a series of sub-groups drawn from the membership, though all substantive outputs/decisions must be endorsed by the whole Board.

The Board recognises the economic importance of the airport to the whole of Scotland, and that safety is of overwhelming importance in all operating procedures. It aims to achieve its purposes through the provision of information to the communities it represents, and by using knowledge and information to influence the airport’s actions and policies through inputs such as those in relation to flightpaths, especially the current Airspace Change Plan (ACP); this Noise Action Plan; the airport’s charging schemes, and the ‘Noise Abatement Departure Procedures’ adopted by airlines.

The Board recognises that night-flights are of particular concern to over-flown communities and that the gradual replacement of older, noisier, and less fuel-efficient aircraft with newer generations of conventionally powered aircraft will be one of the most effective ways of reducing the noise footprint of individual aircraft, at least through the rest of this decade. We are working with the airport to ensure that the definition of the night time period reflects the impacts and minimises night noise impact where possible. It appreciates the lengths that the airport has gone to incorporate the Board’s ideas into its ACP, especially where this has required changes to controlled airspace.

<https://www.eanab.org.uk/>

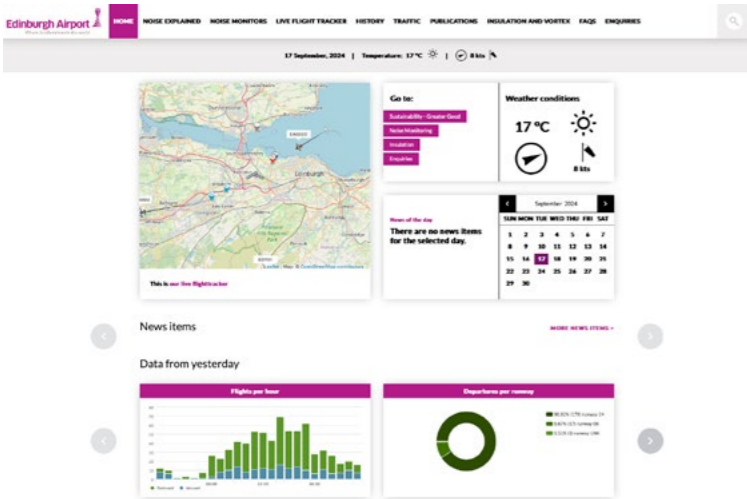
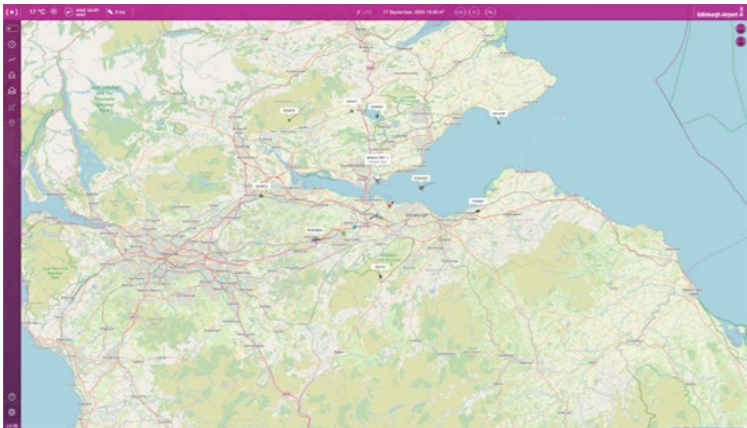
## Appendix H – Noise Lab and site links

In 2018 we upgraded our Noise and Track Keeping (NTK) System, moving to an online system. The NTK system is a state of the art monitoring system that is specifically designed as an intuitive system for noise and aircraft track analysis. In developing the system close attention has been paid to easing analysis and reporting, in order to improve the quality and efficiency of communication to all stakeholders.

As well as improved analysis and reporting, the online tool will also allow you to check aircraft noise levels and flight specific information such as flight position, runway usage and altitude using our own radar data in addition to viewing and downloading historic data and information on our Insulation Scheme and how to apply.

Please follow the link below to access the NTK system.

<http://noiselab.casper.aero/edi>



## Appendix I – Flight Profiles and our work with To70

Flight Profiles and our work with To70, EANAB Aviation and Noise Subgroup, To70 and Edinburgh Airport are currently investigating how the Departure profiles of aircraft may impact communities under our flight paths. Operations require careful balancing, using a reduced thrust setting during aircraft take-off can lower NO<sub>x</sub> emissions when compared to full thrust.

While this approach benefits the area around the airport by reducing emissions, it may cause a slight increase in noise for residents further from the airport along the departure flight path, as the aircraft ascends at a shallower angle. Work on this will continue and will be published on the EANAB website once concluded. Previous work carried out by To70, EDI and EANAB AAN may be downloaded from the EANAB website.

## Appendix J

# Arriving and departing aircraft at Edinburgh Airport

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## Introduction

Edinburgh Airport is Scotland's busiest airport with over 14.4 million passengers passing through the terminal in 2023 for business or leisure. Whilst air travel provides us with many benefits, aircraft noise can impact on people who live or work near airports and under flight paths.

Whilst we can't eliminate it completely, we are working to minimise it. We are also committed to explaining what you're hearing and why.

Noise is caused by air going over the aircraft's fuselage (body) and wings – known as airframe – and its engines. When air passes over the aircraft's airframe, it causes friction and turbulence, which results in noise. The level of noise generated varies according to aircraft size and type and can differ even for identical aircraft. Engine noise is created by the sound of the engine's moving parts and by the sound of air being expelled at high speed.

Aircraft have been getting progressively quieter as designs and engine technology has advanced and it is expected that today's airlines will be operating even quieter models in the future.

To help address noise, we work collaboratively with the Civil Aviation Authority who set the Airspace Policy, airlines, and Air Traffic Control (ATC) who advise the aircraft where to fly. Edinburgh Airport is a member of Sustainable Aviation, a coalition of UK aviation stakeholders spanning aircraft manufacturers, airlines, airports and air navigation providers.

As an industry, the four main things we are doing are:

- designing airframes and engines to reduce noise generation
- tightening the regulations on noise
- improving the way aircraft and airports operate
- providing noise insulation and compensation for people who experience high levels of noise

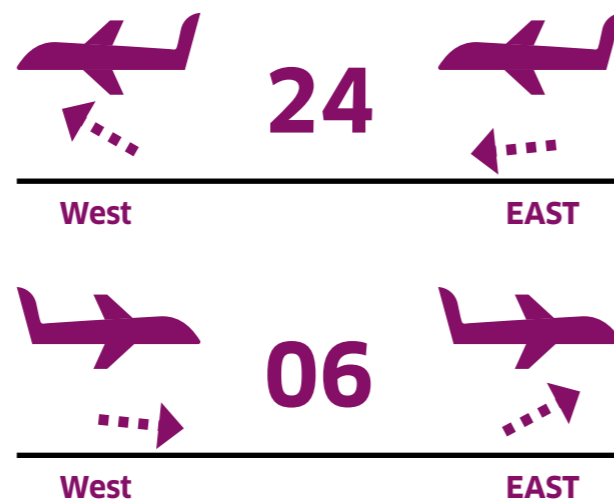
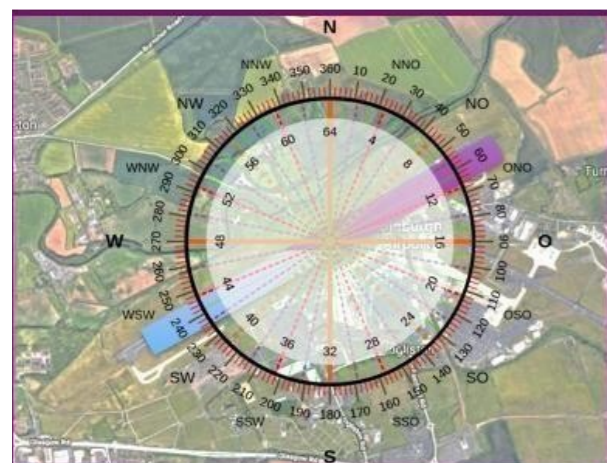
As long as there is a want, and need, to fly, there will be noise from aircraft landing and taking off. However, today's aircraft are typically 75% quieter than those used in the 1960s. The latest figures published by the Civil Aviation Authority show Edinburgh Airport to be quieter today than at any point in the past. This is because older and noisier aircraft are being phased out and replaced with quieter and more environmentally friendly models.

In May 2006, Edinburgh Airport chose to introduce a voluntary system of noise fining in line with those operated by Heathrow, Gatwick and Stansted. Any aircraft that breaks the stated noise thresholds set down by the UK Government is now fined, with the level of the fine dependent on the level of infringement. Two different noise thresholds are used, one for daytime and one for night time. The level of fines imposed were doubled in 2007 and since the introduction of this new system, Edinburgh Airport has seen a significant fall in the number of aircraft making excessive noise on departure from the airport. All money raised from noise fines is placed into the Edinburgh Airport Community Fund.

This document details the procedures that apply to arriving and departing aircraft at Edinburgh Airport, providing information on our flight paths to help the public understand what noise they may hear and help share information on our noise and flight tracker.

## Runway and flight direction

Edinburgh Airport has one primary runway (Runway 06/24), which operates in two directions. When Runway 06 is in operation, aircraft arrive from the west and depart to the east. When Runway 24 is in operation, aircraft arrive from the east and depart to the west.

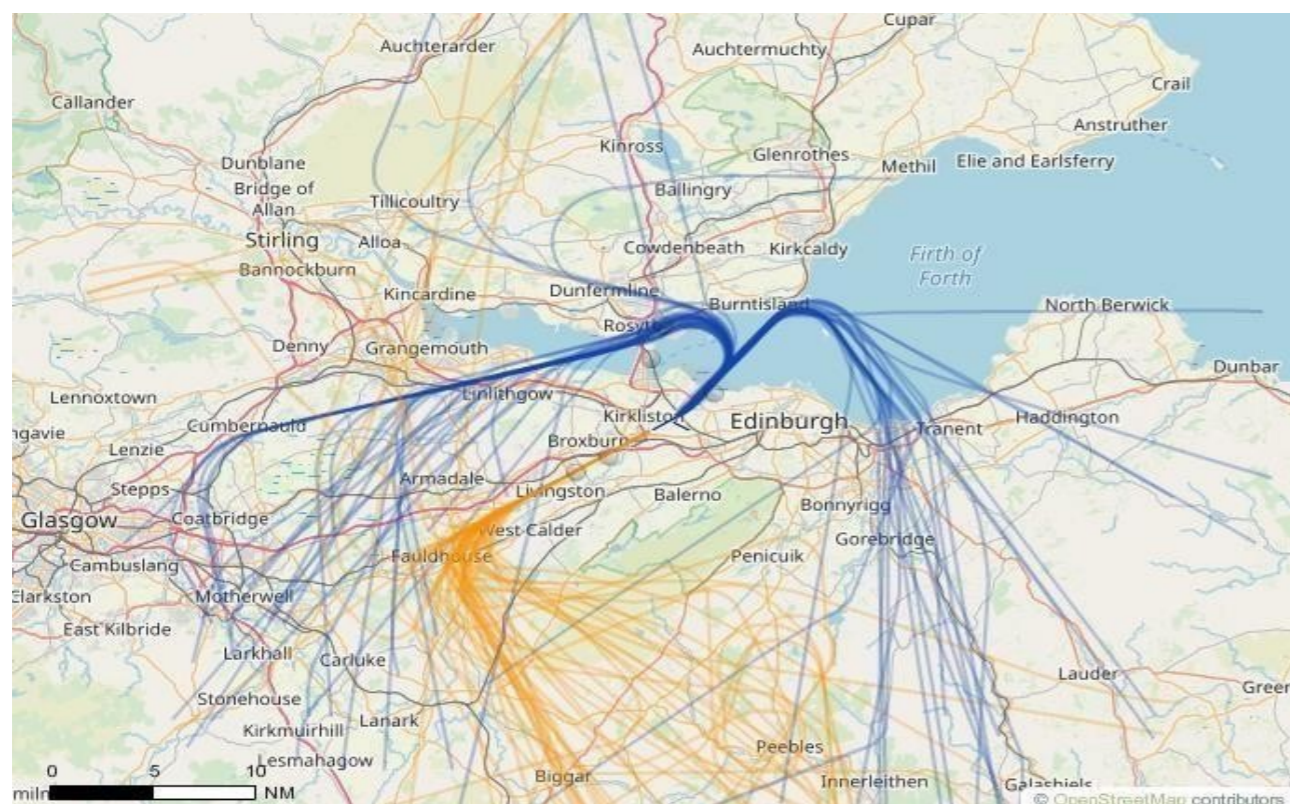


The direction of operation is entirely dependent on weather conditions as, where possible, aircraft will take off and depart into wind. Changes in runway use can happen at any time. Due to local weather conditions (south-westerly is the prevalent wind direction at Edinburgh Airport), R24 is in operation

approximately 70% of the time and R06 is in operation approximately 30% of the time.

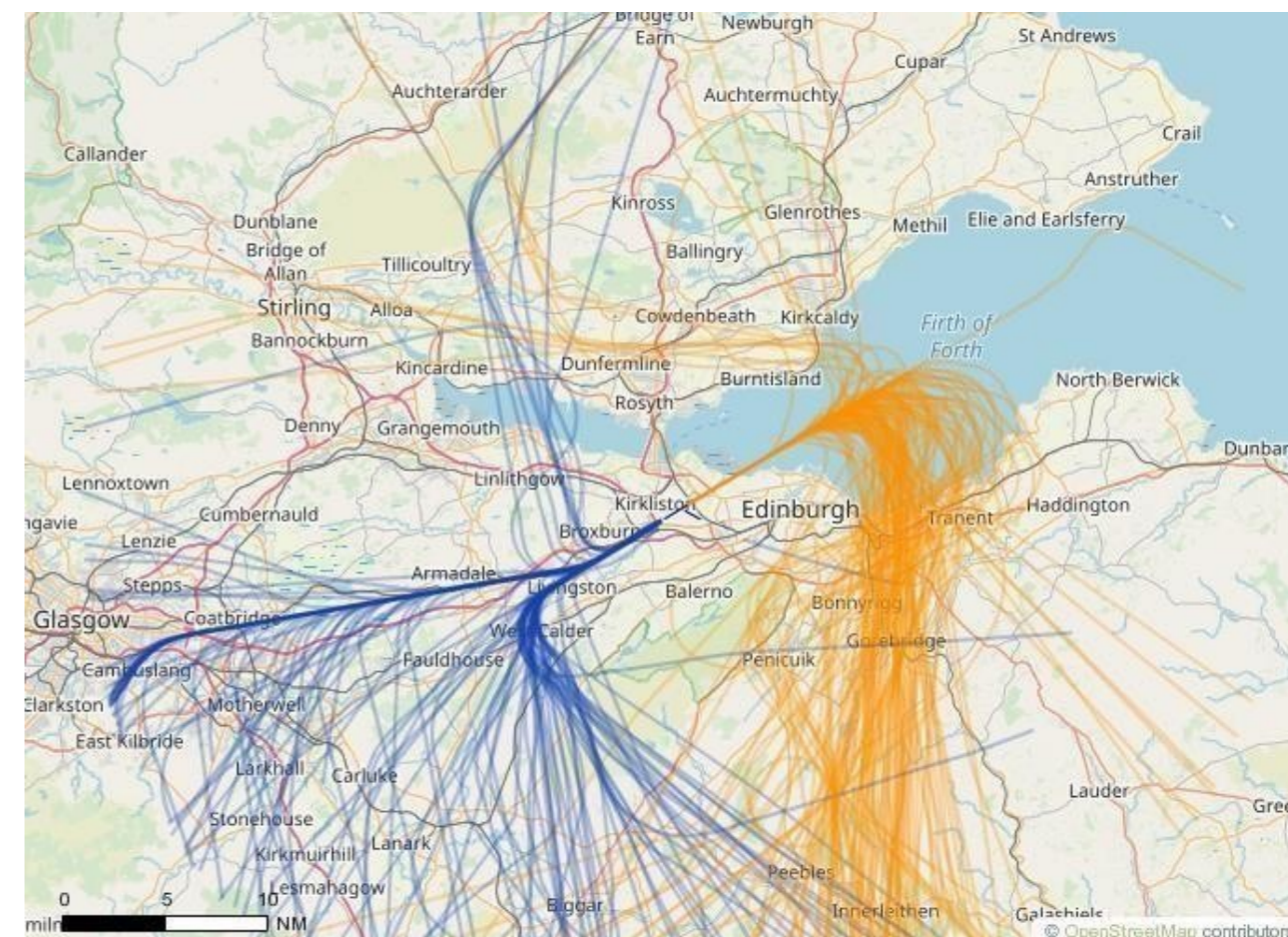
A typical day of **Runway 06** operations can be seen below, with arriving aircraft shown in orange and departing aircraft shown in blue.

Figure 19



A typical day of **Runway 24** operations can be seen below, with arriving aircraft shown in orange and departing aircraft shown in blue.

Figure 20



No statutory controls exist for aircraft noise or to prevent aircraft overflying a particular area. Aircraft can operate anywhere within our airspace as Air Traffic Control (ATC) maintain an orderly flow of air traffic, whilst ensuring safe aircraft separation. ATC integrate arriving and departing aircraft and as safety is paramount, flexibility is necessary to achieve this.

However, we are aware of the impact that aircraft operations can have on our local communities and work closely with our Air Traffic Control provider ANS and our airline partners to encourage compliance with the procedures detailed in this document.

## Arriving aircraft

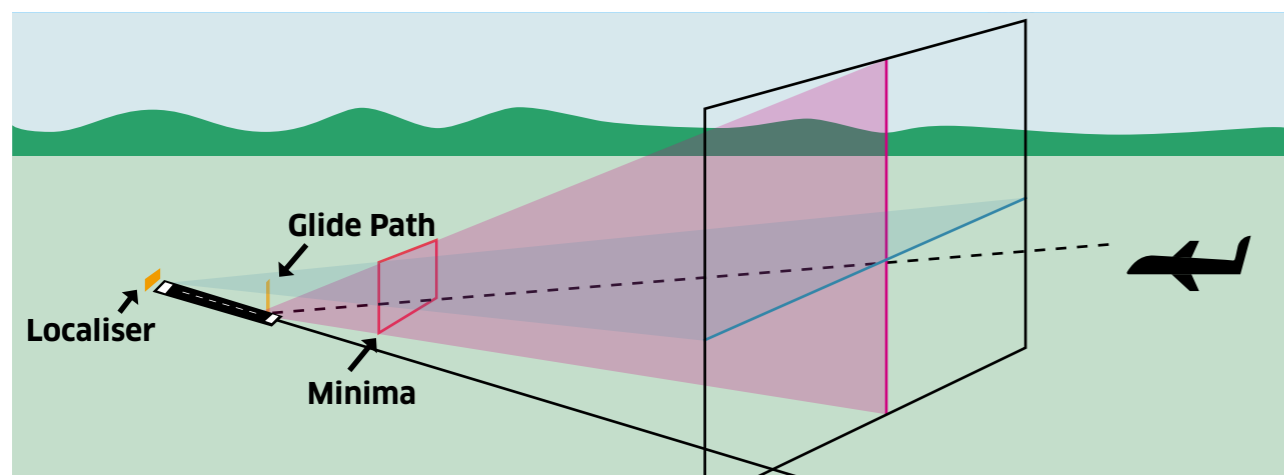
### The Instrument Landing System (ILS)



The most common approach to the runway uses the Instrument Landing System (ILS).

The ILS is a radio system that transmits two beams, the localiser and the glide path. The localiser beam defines the centerline of the runway and extends

along the approach path for approximately 20 nautical miles. The glide path beam defines the glide slope that aircraft should fly while following the localiser course to approach the runway.



Aircraft arriving descend at a 3° angle, the ILS provides a safe and manageable descent to the runway ensuring that an aircraft's final descent is controlled in an assured manner.

Arriving aircraft do not have a specified route to follow before joining the ILS. They will be advised, also known as 'vectored', by ATC, to follow a safe route on approach, this means there is more variation in the position of arriving aircraft.

Aircraft join the final approach at heights consistent with the use of the ILS, however, pilots are generally instructed to maintain an altitude of at least 2,500 feet until they are turned towards the ILS by ATC.

### Visual Approach

Although most arrivals will follow the ILS, there are times when aircraft will use a visual approach and the pilot will land using visual references. These are required as part of a pilot's training schedule and will be authorised by, and under the control of, Air Traffic Control.

### Non-Directional Beacon Approach

Should the ILS be out of service, a Non-Directional Beacon (NDB) approach is used. These are also required as part of a pilot's training schedule so may, on occasion, be used even when the ILS is operational.

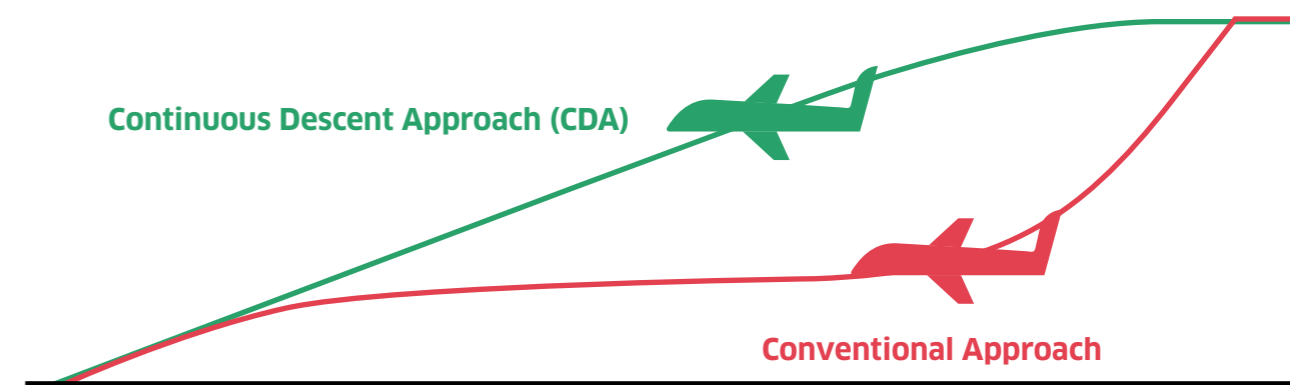
An NDB is a single aerial transmitter which transmits directional information to an aircraft. Instrumentation on board the aircraft will home into the transmissions, and the aircrew will fly towards the beacon, making adjustments to the track as they fly towards the runway. When an NDB approach is used, aircraft are positioned approximately five degrees east of the ILS localiser.

As the NDB beacon is located off to one side of the runway, the NDB flight path over the ground can vary slightly and, therefore, is not so precise as an ILS approach.

### Continuous Descent Approaches (CDAs)

Arriving aircraft are encouraged to use Continuous Descent Approaches. This encourages aircraft to stay higher for longer, by descending at a continuous rate. This requires significantly less thrust leading to reduced emissions and noise, resulting in cost savings for the airlines. Improvements in CDA rates at Edinburgh are estimated to be saving airlines over £150,000 worth of fuel per year.

With a CDA an aircraft descends towards an airport in a gradual, continuous approach with the engine power cut back. By flying higher for longer and eliminating the need for the extra thrust required for the periods of level flight between steps of descent, CDAs result in reduced fuel burn, emissions, and less noise exposure for communities under the arrivals flight path.



Departing aircraft

Standard Instrument Departure (SID) routes

Standard Instrument Departure routes are a set of instructions which a pilot will refer to when departing from the airport. These routes are not compulsory, they are there to ensure that all departures are safe and efficient.

In the 1970s, when Runway 06/24 was designed and built, SID development was not as rigorous or sophisticated as it is today. There was limited technology, so instructions were simple, involving directions to be taken once an aircraft had reached a certain height or travelled a certain distance.

SIDs are depicted as lines on maps, however, recognising that aircraft are unable to follow this line exactly, aircraft fly within a corridor known as a Noise Preferential Route (NPR).

Noise Preferential Routes (NPR)

Noise Preferential Routes are corridors, extending one mile in each direction from the center of the SID line, which aircraft are expected to fly when departing from the airport. NPRs are not a statutory control but are used to reduce noise disturbance on our local communities.

Departing aircraft are required to follow the NPR until they reach an altitude of 3,000ft. When they reach 3,000ft they can depart these routes and fly towards their destination. Since July 2015, to alleviate noise intrusion in the Uphall area, we raised this height/turn level to 4,000ft for jet aircraft.

On occasion, and to ensure aircraft safety, aircraft may be permitted to deviate from the NRP. The most common reason for this is difficult weather conditions.

Track keeping

All arriving and departing aircraft are monitored using our Noise and Track Keeping (NTK) system. Track keeping refers to aircraft flying in the NPRs. If an aircraft is found to be off-track, we will contact ATC and the airline directly to understand why, and work with the airline to ensure they understand the correct procedures and follow these in the future.

The following SIDs and their NPR routes currently in use at Edinburgh Airport are:

GRICE 3C	GRICE 4D
GOSAM 1C	GOSAM 1D
TALLA 5C	TALLA 5D

SIDs are given their name by a place or position/ point that they lead to. For example, GRICE is a point in rural Perthshire and TALLA is near Carlisle. More detail on each is given on the next page.

At weekends when gliding is taking place at Portmoak we stop using GRICE 3C, and traffic is instead routed up over Fife away from the gliding. This is an arrangement made between the gliders and the CAA which also affects traffic from Glasgow and Prestwick Airports and is in accordance with CAA regulations.

SIDs – GRICE, TALLA and GOSAM

Table 24

GRICE	
GRICE is used by approximately 5% of departures comprising mainly Scandinavian and Highland and Islands services and occasionally Middle East aircraft.	
There are two separate GRICE departures: GRICE 3C is operational when Runway 24 is being used GRICE 4D is operational when Runway 06 is being used	
GRICE 3C	A GRICE 3C departure leaves Edinburgh Airport westbound before turning north and veering east before crossing the Forth and overflying the GRICE point at heights of 6,000 feet and above. All aircraft climb straight out to a beacon at Livingston before turning north. The NPR terminates at 3,000ft, and aircraft may turn when they are above this height. Since July 2015, to alleviate noise intrusion in the Uphall area, we have raised this height/turn level to 4,000ft for jet aircraft.
GRICE 4D	A GRICE 4D departure leaves Edinburgh Airport eastbound, turning left over the Forth and heading to GRICE. All aircraft on this departure are required to turn left on a 045 degree heading at 500 feet or at 0.5 nautical miles (whichever is reached earlier) to avoid the Cramond area of Edinburgh.

Table 25

GOSAM	
GOSAM is primarily used by aircraft heading south from Edinburgh towards Carlisle. This includes most UK domestic jet services, such as flights to London, France, the Iberian Peninsula, Balearic, and Canary Islands, amongst others. GOSAM accounts for over half of all Edinburgh departures.	
There are two separate GOSAM departures: GOSAM 1C is operational when Runway 24 is being used GOSAM 1D is operational when Runway 06 is being used	
GRICE 1C	GOSAM 1C is operated in the following way, all aircraft climb straight out to a beacon at Livingston before turning as directed by Air Traffic Control (ATC).
GRICE 1D	A GOSAM 1D departure leaves Edinburgh Airport eastbound, turning left initially and then left and left again over the Forth/South Fife and heading south-west or as directed by ATC. All aircraft on this departure are required to turn left on a 045 degree heading at 500 feet or at 0.5 nautical miles (whichever is reached earlier) to avoid the Cramond area of Edinburgh.

Table 26

TALLA	
TALLA is primarily used by non-jet aircraft to all destinations except north. This includes Aer Lingus flights to Ireland and Flybe all over the UK. TALLA accounts for around a third of all departures.	
There are two separate TALLA departures: TALLA 5C is operational when Runway 24 is being used TALLA 5D is operational when Runway 06 is being used	
GRICE 5C	Aircraft operating on TALLA 5C climb straight out to a beacon at Livingston before turning left or as directed by ATC.
GRICE 5D	A TALLA 5D departure leaves Edinburgh Airport eastbound, turning left initially and then right over the Forth and then right again heading south towards TALLA and/or as directed by ATC. All aircraft on this departure are required to turn left on a 045 degree heading at 500 feet or at 0.5 nautical miles (whichever is reached earlier) to avoid the Cramond area of Edinburgh.

Continuous Climb Departures (CCDs)

Like Continuous Descent Arrivals, Continuous Climb Departures are encouraged due to fuel savings and noise reduction on local communities. The greatest benefit of continuous climb operations is the significant reduction in CO<sub>2</sub> emissions and the positive impact this has on air quality.

The Sustainable Aviation partnership promotes continuous climb techniques at UK airports, with the procedure being used up until 10,000 feet. Sustainable Aviation is also promoting best practice in take-off and landing cycle operations through the publication of industry standard codes of practice. Climbing to optimum cruising altitude and out of congested airspace can reduce CO<sub>2</sub> per departure by 100-300 kilograms.

Further information on CDAs and CCDs can be found on Sustainable Aviation’s website.

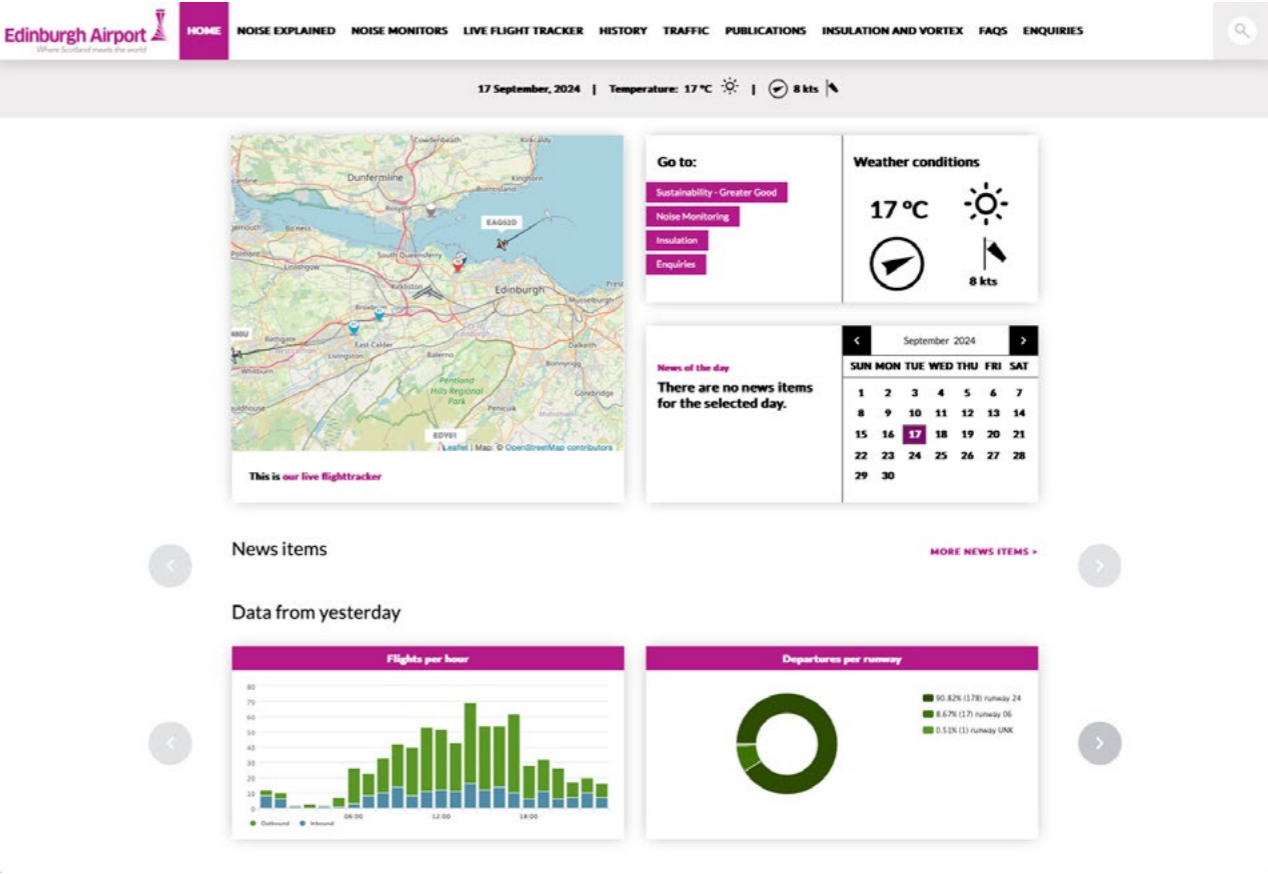
<http://www.sustainableaviation.co.uk>

Noise Lab and Flight Tracker

We have recently upgraded our Noise and Track Keeping (NTK) System, moving to an online system as part of Edinburgh Airport’s Noise Lab. The NTK system is a state-of-the-art monitoring system that is specifically designed as an intuitive system for aircraft and noise track analysis.

In developing the system close attention has been paid to making sure the public can easily access and understand the analysis and reporting provided. As well as improved analysis and reporting, the Noise Lab provides information on noise and how, where, and why we measure noise, as well as providing historic data.

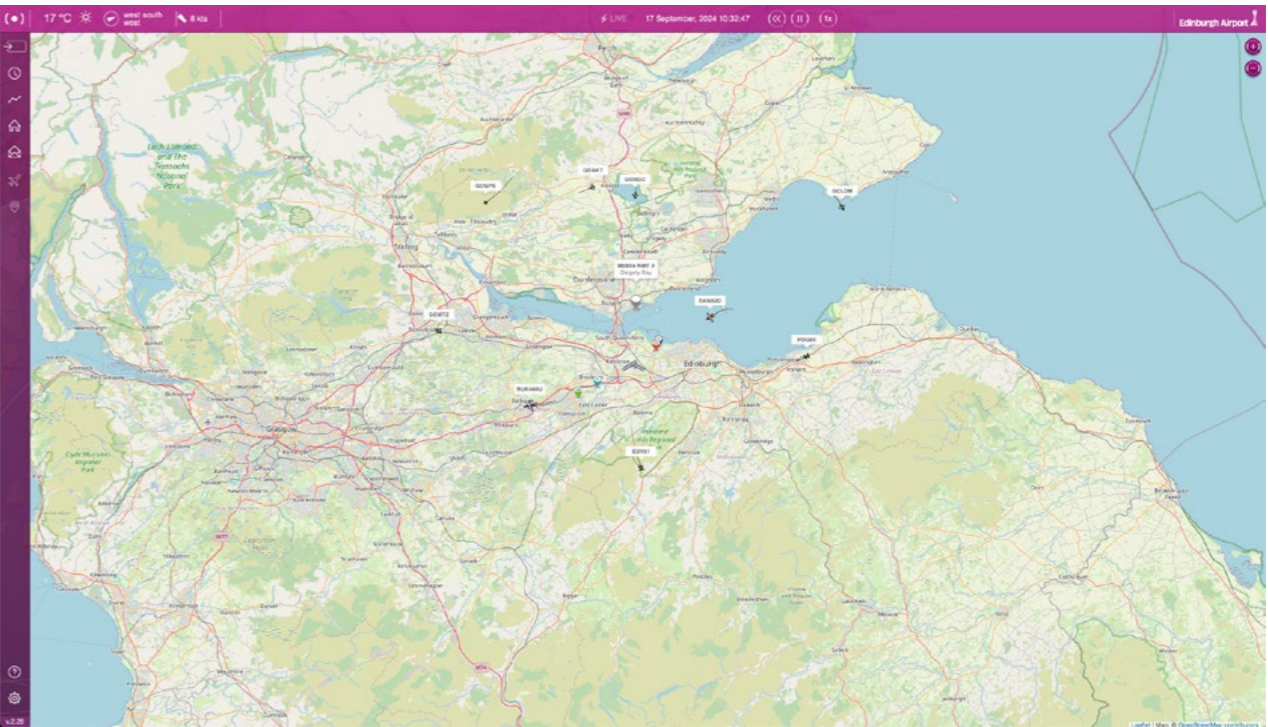
Edinburgh Airport Noise Lab: <https://noiselab.casper.aero/edi/>



Our Flight Tracker allows you to check flight specific information, such as flight position and altitude using our own radar data,

as well as see noise readings. Please follow the links below to access the NTK system.

Edinburgh Airport Flight Tracker: <https://flighttracking.casper.aero/edi/>



## Noise Monitoring and Fining

Aircraft flying to and from Edinburgh Airport are monitored by four permanent fixed noise monitoring stations located at Cramond Manse, Cramond Primary, Uphall, Broxburn and Livingston.

The monitors are positioned in accordance with guidance from the Department of Transport (DfT) and are based on a detailed scientific study carried out for the DfT by the Civil Aviation Authority (CAA). Edinburgh Airport follows this guidance along with Glasgow, Heathrow, Gatwick and Bristol airports amongst others.

To measure the noise from individual aircraft, the noise measurement parameter Lmax is used, this is measured in decibels (dB) and is the measurement of the maximum noise level during one noise event or, in this case, during one aircraft movement.

There are maximum allowed levels for daytime noise (06:00 – 23:30) and night time noise (23:30 – 06:00) – these are 94 dBA Lmax and 87 dBA Lmax respectively. Flights must not exceed these levels and airlines are fined if they do. This is a voluntary policy introduced by Edinburgh Airport to mitigate against noise nuisance in our communities.

We hope the above information has helped explained how flight movements operate at Edinburgh Airport, however, should you have any further questions about this, please contact us via one of the below methods:

### Email

noise@edinburghairport.com

### Writing

Communications Team, Edinburgh Airport, 2nd Floor, Terminal Building, Edinburgh Airport, EH12 9DN. Phone: 0800 731 3397. This is our dedicated noise enquiry line but please leave other queries regarding any of the above here too.

### Website

<https://noiselab.casper.aero/edi/>

## Airspace Change Project (ACP)

### What is airspace?

Airspace is in effect the sky above us. Infrastructure has been developed to allow aircraft to operate safely as they arrive and depart at larger airports and indeed smaller airfields. The airspace is divided into controlled and uncontrolled airspace. The basic difference is that in controlled airspace air traffic controllers are there to issue instructions and advice to enable the safe operation of air traffic.

Edinburgh Airport lies in the Scottish Terminal Maneuvering Area (STMA) which is class D airspace. To fly inside this airspace aircraft, need to carry a minimum of equipment and need to obtain a clearance from Air traffic Control (ATC). In uncontrolled airspace there is a wide variety of aviation happening from microlight activity, to paradropping and military operations. ATC may still operate here but aircraft are not required to carry certain equipment and there is more freedom of operation here for pilots. More information about the classes of airspace and the differences between them can be found here.

### What is CAP1616?

CAP 1616 (Civil Aeronautical Publication 1616) is the guidance we follow to enable the airspace change process to be carried out to completion. It's a public document and available on the CAA website: <https://www.caa.co.uk/search?query=CAP+1616>  
The document details the 7-stage process for airspace change implementation.

### Where can I find out more and be kept up to date on this process?

Documentation submitted to the CAA may be viewed via the CAA ACP Portal: <https://airspacechange.caa.co.uk/PublicProposalArea?PID=163>

You may also contact us via the following email address: [airspace\\_change@edinburghairport.com](mailto:airspace_change@edinburghairport.com)

### What is the airspace change process?

The airspace change process is the regulatory process required for changing airspace design. This can involve changes to controlled airspace dimensions, classification of airspace and changes to the flightpaths and routes that aircraft take. The Department for Transport (DfT) are responsible for all aviation policy in the UK and the Civil Aviation Authority (CAA) are responsible for its regulation and the approval of any airspace change plans. Edinburgh Airport is responsible for the airspace up to a height of 7,000 feet and National Air Traffic services (NATS) take responsibility above 7,000 feet. Guidance on the regulatory process for changing the notified airspace design and planned and permanent redistribution of air traffic, and on providing airspace information can be found in CAP 1616.

### Is there a public consultation?

There will be a public consultation as part of this process, and this takes place during Stage 3 which will probably be towards the end of 2025. This consultation does not include responses in reference to the ACP process or submissions.

Thank you for reading our report, if you have any questions, comments or feedback please email:  
**[edcommunications@edinburghairport.com](mailto:edcommunications@edinburghairport.com)**

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