

## **Aircraft Noise Enquiries Policy**

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

### **Introduction**

This policy has been revised following the introduction of the Casper Noise and Tracking (NTK) System in June 2018.

Policy objectives:

- The acknowledgement of, and timely response to enquiries.
- The provision of enough information to understand the source of the issue, and where appropriate, what action has been taken.
- The consistent recording of all enquiry data.
- The establishment and maintenance of a complete record of enquiries 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 enquiries at Edinburgh Airport is through the online NTK system.
- We will register, acknowledge and investigate all enquiries 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 enquiries.
- Emails sent to our Executive team will be passed onto the Communications team to log, investigate and respond to on their behalf.
- Where 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 enquiries 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 NTK Noise Lab webpages will enable the general public to access and download historic data
- We will continue to monitor our overall performance, for example, with respect to track keeping and number of enquiries received within our performance indicator of 8 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.
- We will issue aircraft noise info on the NTK Noise Lab webpages

### **Receiving Enquiries**

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 aircraft noise made to the 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. We can only provide information on aircraft that operate to and from Edinburgh Airport.

We sometimes receive enquiries made by using images taken from apps such as Flight Radar. This does not provide the information we need to investigate enquiries, which we do by using our own NTK System software. When enquiries are provided in this format, we will request that residents provide the required information as detailed above.

### **Specific Enquiries**

Enquiries regarding specific flights must be individually registered. For enquiries regarding specific departures we will, in line with this policy, supply details of the flight which is the subject of the enquiry, such as airline, flight number and height. Where enquiries 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 the NTK System Edinburgh Airport's Noise Website – [www.edinburghairport.com/noiselab](http://www.edinburghairport.com/noiselab)

Each request for information over and above that publicly provided through the NTK System or given to answer the individual enquiry 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 enquiries.

### Regular Enquirers

We sometimes receive many enquiries from the same individual. 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 resource to respond to. We have adopted a three-stage process to investigating and responding to multiple enquiries received by one individual.

#### **Step 1**

We will fully investigate and respond in detail to the first enquiry 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 an enquirer contacts us a third time and we believe there is no additional information that can be provided to enhance understanding, we will inform the enquirer that the enquiry 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.

### Reporting

We will analyse enquiries on a regular 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 enquiries data at Edinburgh Airport Consultative Committee EACC meetings, to Edinburgh Airport Noise Advisory Board (EANAB), in our community newsletter and on the Edinburgh Airport Noise Lab web page. 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.

### Abusive Enquiries

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

**Responses** We aim to respond to enquiries within 8 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 but we will try to make our responses jargon-free and easily accessible. 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 enquirers and ensure that everyone is treated fairly.

### Policy Review

We will keep this policy under periodic review.

### Postal Address

Noise

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