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# THE AIRPORT OPERATOR

The official magazine of the  
Airport Operators Association

**AUTUMN** 2013

## **NEW TERMINAL 2** NEXT STAGE IN HEATHROW'S TRANSFORMATION

**AOA**  
THE VOICE OF UK AIRPORTS

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'emerging thinking'

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AOA Annual Conference & Exhibition:  
Comprehensive exhibitor news



The image shows a man in profile, looking towards the right. He is wearing a light-colored shirt, a dark tie, and a bright yellow high-visibility vest. He is holding a tablet computer with both hands. The tablet displays a complex diagram of a baggage handling system, with various colored lines (green, blue, pink) representing different paths or components. In the background, there are blurred lights and what appears to be an airport terminal or control room environment.

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Heathrow Airport

Can I welcome readers to this edition of the Operator, which is published around the time of our Annual Conference and Exhibition. We have attracted a top class speaker line up to the conference, including the very recently appointed Minister for Aviation Robert Goodwill MP, Airport Commission Chair Sir Howard Davies, IAG Chief Executive Willie Walsh and Ryanair Chief Executive Michael O'Leary. The exhibition has sold out and delegate bookings are extremely healthy. In short, we are set for another excellent conference.

The AOA has prepared a response to the Government's Aviation Policy Framework, comparing the Framework with our own policy document which we launched at last year's conference and which contained 25 recommendations for Government action. We will launch this response at this year's conference.

There is much for the industry to welcome in the Framework, not least the positive language about aviation and its contribution to the economy. This is in stark contrast to the position some two or three years ago. Our response will welcome the broad direction of the Framework and its recognition that the sector needs to grow, provided of course that we deliver on our commitments on carbon and noise. We will, however, continue to highlight the many areas in which we see the need for further Government action in order to create the environment in which our industry can prosper.

The work of the Sir Howard Davies Airports Commission continues and we are pleased that there is now a process in place, with a clear timetable, to advise the Government on future airport capacity. We are looking forward to hearing Sir Howard speak at the conference and we are pleased that his emerging thinking indicates that the Commission will support expansion in the

*Ed Anderson, Chairman,  
Airport Operators Association*

# CHAIRMAN'S INTRODUCTION

future. We will continue to urge the Commission to give due consideration to all the options that are put before it and to keep to its timetable. We also urge all the main political parties to act upon the Commission's findings, once its Final Report is published in 2015.

We continue to lobby through the 'A Fair Tax on Flying' coalition on Air Passenger Duty. We have been supporting a business campaign to demonstrate the effect high levels of APD have on business costs (almost 500 businesses have signed up); and assisting a TaxPayers Alliance consumer PR campaign, which surveyed the overall cost of holiday taxes (resulting in articles in The Sun, The Daily Mail, the Telegraph, and broadcast articles on ITV and Sky News). Next steps in the campaign are being planned currently. We are calling for APD to be reduced and for HM Treasury to undertake a full review of the economic impact the tax, which is now at a truly eye watering level and which can be a major disincentive to airlines considering new services from UK airports.

With Ireland only this month following on from Belgium, Denmark and Holland's example of scrapping APD entirely, and with Germany earlier this year freezing it, it is clear the direction of travel in Europe is to lower the burden of air tax on passengers and the aviation sector - the UK should now follow suit.

All in all, we feel that our sector is now better positioned



with policy makers than it was in 2010 but we cannot be complacent. There is still much to do to achieve our aims of a policy, regulatory and fiscal framework in which

our industry can prosper and make its contribution to the economic recovery.

I look forward to seeing many of you at the AOA Conference.

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# AIRPORTS COMMISSION - 'EMERGING THINKING'

The event comes just two months before the Commission is due to publish an Interim Report, which will set out both short and medium-term measures that it believes can alleviate current capacity constraints in the UK, and a short list of options for future capacity. The options will then be scrutinised over the course of 2014, resulting in a Final Report being published in the summer of 2015.

The speech was generally positive for the airports sector as a whole. Sir Howard was unequivocal about the need for future increases in capacity as a way of meeting

**BY TIM ALDERSLADE, PUBLIC AFFAIRS & PR  
MANAGER, AIRPORT OPERATORS ASSOCIATION**

*On Monday 7 October, the AOA was present at a well-attended speech, delivered by Sir Howard Davies, Chair of the independent Airports Commission, that set out the Commission's emerging thinking on future airport capacity.*

growing demand, stating "we will need some net additional runway capacity... an attempt to rely on runways currently in operation would be likely to produce a distinctly sub-optimal solution for passengers, connectivity and the economy."

He admitted that past passenger forecasts have not been altogether reliable; however he made clear that owing to demand for leisure travel increasing, the expected upturn in the economic situation and the fact that the UK is

trading more with developing markets in countries such as India and China, the UK would require extra capacity.

Sir Howard mentioned a number of arguments often cited against airport expansion:

"Demand forecasts overly optimistic/use existing capacity"; "The market will respond to constraints"; and "The environment". He then analysed each option in detail, explaining why he still felt that more capacity was required.



02



01

**01**  
Gatwick is among the UK airports to have responded to the Davies Commission. It has submitted a proposal for a second runway located to the south of the current site.

**02**  
Sir Howard Davies, Chair of the independent Airports Commission, was unequivocal about the need for future increases in capacity as a way of meeting growing demand, stating "we will need some net additional runway capacity... an attempt to rely on runways currently in operation would be likely to produce a distinctly sub-optimal solution for passengers, connectivity and the economy."

- On issues related to the market, Sir Howard questioned whether the Government can successfully involve itself in the market and redistribute capacity across different parts of the country – he argued that airlines will travel to those airports that best suit its business model and rejected the idea of introducing variable rates of APD. He also cautioned against the idea of exporting hub capacity overseas, which was also arguably bad for the environment as people travelled further distances to reach their destinations.
- On the environment, Sir Howard emphasised that the Commission is very conscious of its obligation to look at all considerations, especially surrounding carbon and noise. It will take its cue from the Committee on Climate Change (CCC), and its belief that if reductions in emissions can take place elsewhere in the UK economy, increases in aviation capacity are allowable. The CCC suggested that UK-sourced demand could grow by roughly 60% to 2050, relative to a 2005 baseline. However, Sir Howard did stress that the Government should not allow expansion in aviation without the industry acknowledging that it must cut emissions in future. Both extra capacity and a commitment from the industry to deal with emissions is needed.

Sir Howard touched upon the political considerations that are in the Commission's mind as it goes about its task. He stressed that he is conscious of the need for consensus across the political parties. In his discussions with the three main party leaders to date, all three emphasised the

importance of delivering a report that delivers a solution on each of the climate change, economic and environmental dimensions.

Sir Howard also emphasised that he is likely to recommend a single option for future capacity when he delivers his Final Report in the summer of 2015.

Earlier in the summer, the AOA's Public Affairs & Communications Network (PACN) met with the Airports Commission Communications Manager, David Elvy, to hear about the future activities of the Commission between now and the General Election in 2015.

Elvy made a number of new observations that will be of interest to AOA members as we countdown to the date in December when the Commission will publish an Interim Report, including:

- He anticipates that upwards of five options (rather than sites) will be included on the shortlist when the Commission's Interim Report is published in December. This report is likely to be published in the week leading up to the Christmas Parliamentary Recess;

- The Commission will publish, alongside the Interim Report, a draft appraisal framework, to make sure that it is assessing options against the right criteria. This will be a technical piece of work, which it will consult on in January and February 2014, before publishing the framework proper in March;
- Between April and August 2014, scheme promoters will be tasked with working on their business cases. They will be asked to do this collaboratively with the Commission. In the last three months of the year, the Commission will launch a public consultation, and scheme promoters will be urged to do likewise in their local areas. It is likely that further public evidence sessions will be held;
- The Commission will go into purdah between December 2014 and June 2015, in order to allow it to write up its Final Report, and because it does not wish to involve itself in the General Election campaign;
- Following the General Election, it is the intention



### 03

*In July, Heathrow submitted to the Airports Commission three options for solving the lack of hub airport capacity in the UK. These see a third runway placed to the north, north west or south west of the existing airport.*



of Sir Howard Davies to publish the Final Report as soon as possible, within weeks, if not days;

- Sir Howard is continuing to engage with the respective political party leaders about airport capacity. He is asking them what they would likely accept in the Final Report from both a political and technical point of view – he does not want to make it easy for the leaders to dismiss the report as soon as it is published. He has now met each party leader at least twice;
- It is likely that the Commission's work will not be mentioned at all in the respective General Election manifestos;
- Sir Howard is determined to resist calls from some MPs for the Final Report to be published before the General Election;
- He said that there is a strong possibility that there will be a judicial review following the publication of the Interim Report in December (subsequently, on 14 October, the anti-aviation group Stop Stansted Expansion filed an application for judicial review. However, a JR should not cause the process to be delayed by too long);
- The Government will be required to develop a National Policy Statement following the publication of the Final Report in 2015. The Commission intends to make it as easy as possible for it to do this, so that a draft statement can be published by December 2015.

The AOA will continue to stay abreast of developments with the Airports Commission and will keep members informed over future months.

### 04

*The Government will be required to develop a National Policy Statement following the publication of the Final Report in 2015. The Commission intends to make it as easy as possible for it to do this, so that a draft statement can be published by December 2015.*

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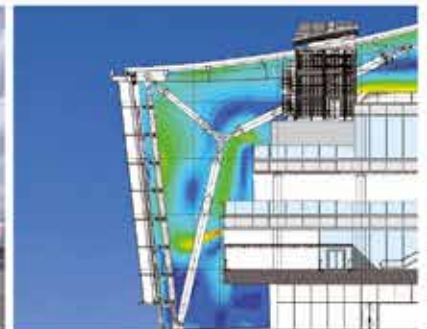
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# NEW TERMINAL 2 A 'GAME-CHANGER' FOR HEATHROW

*Heathrow has invested £11 billion in the transformation of its facilities in the past decade, as it strives to achieve its aim of 'making every journey better'. The next phase of this is the new Terminal 2, which is scheduled to open on 4 June 2014. John Holland-Kaye, Development Director, took Ross Falconer on a tour to see the development first-hand.*

The focus at Heathrow is on further developing the airport as the UK's hub, and enhancing connections with emerging markets. The ambitious investment programme – one of the UK's largest private-sector investment projects – is making this a reality. Terminal 5 revolutionised the

passenger experience at Heathrow, and with the £2.5 billion new Terminal 2, an old terminal area is being replaced with a quality of facility that's at least as good as Terminal 5. The project includes the main Terminal 2 building, a satellite pier (T2B), a 1,340-space car park and an energy centre and

cooling station. Terminals 2A and 2B will be connected by a passenger underground tunnel. "It's world-class and it's a real game-changer," commented Holland-Kaye. "The new Terminal 2 has been designed around the needs of our passengers, to allow them to get to and from their flights as quickly as

possible. Like Terminal 5, it will promise world-class customer service and a warm welcome to Britain, which visitors expect from the UK's hub airport. At the same time, we've been upgrading our other terminals. Terminal 3 has had a significant investment; we're building a new baggage system in Terminal 3 and refreshing the passenger facilities. Terminal 4 has also been completely refurbished. A new check-in area and forecourt have added an extra 6,000sqm of space. It has been transformed and is a very different feeling terminal, which actually performs just as well as Terminal 5 from a passenger point of view."

The old Terminal 2, opened by the Queen in 1955, was demolished after 54 years of service. It was Heathrow's first terminal – original called the Europa Building – and was designed to deal with 1.2 million passengers per year. By the time it closed in 2009, it was handling eight million passengers each year. 20 million passengers a

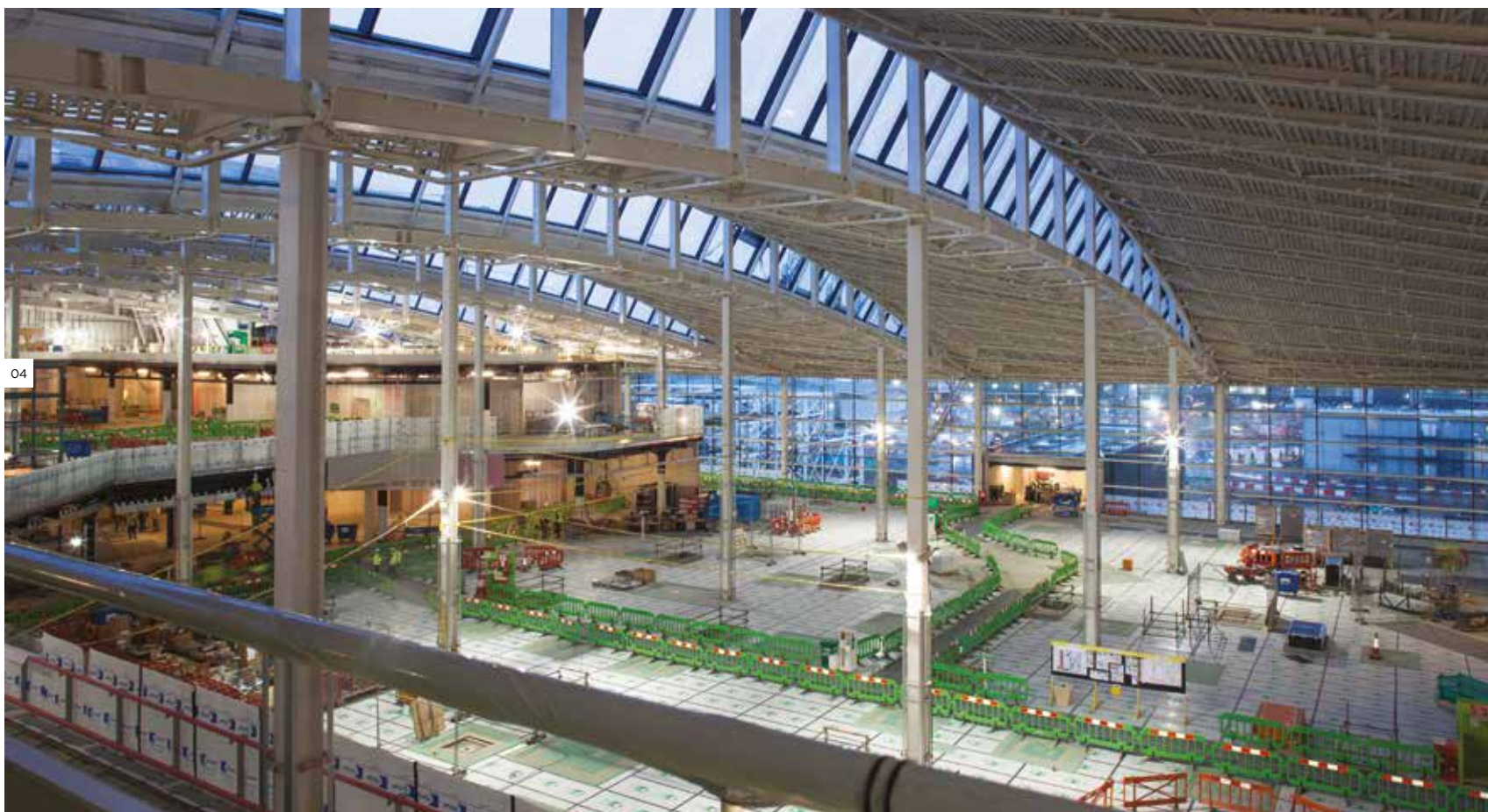


year will use the new Terminal 2. Anyone who travels through the facility will be struck by the light, airy building, which creates a real feeling of space. A key feature is the 50,000sqm iconic three-wave roof, which maximises natural daylight and helps guide passengers through their journey. Heathrow has created a seamless passenger experience, and this was clear to see on our tour; the wayfinding is intuitive, and those seeking a reassuring human touch will be assisted by friendly Passenger Ambassadors to help find their way faster. Holland-Kaye speaks

**01**  
The project includes a satellite pier (T2B), which will be connected to the main Terminal 2A by a passenger underground tunnel.

**02**  
Slipstream is a major piece of public art by Richard Wilson, one of the UK's leading artists. It is designed to capture the glamour of the early days of aviation – the sculpture is actually a plane in flight.

**03**  
Holland-Kaye: "The new Terminal 2 has been designed around the needs of our passengers, to allow them to get to and from their flights as quickly as possible. Like Terminal 5, it will promise world-class customer service and a warm welcome to Britain, which visitors expect from the UK's hub airport."



04

with enthusiasm about the passenger experience. "The new airport is much more designed for the kind of business we have today. What we tried to do with Terminal 2 is think about each of the major types of use that it's going to get, starting with the passenger - how are families going to use it? What are their particular needs? Some of the things we've pioneered in other terminals we're bringing into Terminal 2, such as play areas and family lanes. We are also providing a much better service for business; we've just introduced free Wi-Fi, for example," he explained.

#### COUNTDOWN TO COMPLETION

Terminal 2 is on schedule for completion on 19 November 2013 - a date clearly visible around the terminal site. There is even a giant countdown clock outside the new terminal,

counting down to the opening day. "Building the new Terminal 2 while keeping the airport open is a very challenging thing. It's not just about constructing the terminal, it's also the change that comes with it. We are introducing 26 airlines to a new terminal, which will be a common use terminal, and that'll be a big change. There are things we're doing to help mitigate the risk and give us the best chance of success - one of those is a phased opening," commented Holland-Kaye.

This phased process will see the 26 airlines - the 23 Star Alliance partners, as well as Aer Lingus, Germanwings and Virgin Little Red - move in over a six-month period. United Airlines will be the only carrier to move in on the first day, and it will account for around 10% of the terminal's activity. The first

flight - a United Airlines service from Chicago - is scheduled to land at 05:55 on 4 June 2014. Prior to that, a six-month operational readiness phase will begin on 20 November, involving 182 trials and 14,000 people.

The spacious, light, airy terminal will use the latest technology, offering passengers greater choice as they travel through the airport. It will offer a variety of check-in options, as well as fast and efficient bag drops. The figures are impressive; there will be 60 self-service kiosks, 60 fast bag drops - which can also be configured for traditional use, 56 traditional check-in desks, and check-in will be large enough to accommodate 3,000 passengers per hour. The security experience will also be streamlined and efficient, with 24 security lanes - 17 for economy passengers, four Fast Track, and three for



05

staff and crew. Around 500 security officers, 30 passenger Service Ambassadors, and 70 Service Team Leaders, will be on-hand to assist travellers. The check-in process is configured in three waves supplemented by clear signage, providing

passengers with choice, an intuitive route and a simplified process. Wave 1 is self-service check-in; Wave 2 is bag drop; and Wave 3 is premium desks and full-service check-in.

Passengers will also notice

04

*20 million passengers a year will use the new Terminal 2. Anyone who travels through the facility will be struck by the light, airy building, which creates a real feeling of space.*

05

*Holland-Kaye explained that the new Terminal 2 will offer a variety of check-in options, as well as fast and efficient bag drops.*

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06

Slipstream – a major piece of public art by Richard Wilson, one of the UK's leading artists. Holland-Kaye explained that it is designed to capture the glamour of the early days of aviation – the sculpture is actually a plane in flight.

#### RETAIL TO SURPRISE AND DELIGHT

The selection of 52 shops and 17 bars and restaurants will represent the best of modern Britain. Heathrow will use technology to bridge the gap between physical shopping and e-commerce, utilising the opportunity to connect with passengers through their mobile devices and tablets. Among the global offering will be outlets that reflect the 'best of British'. The aim is to 'surprise and delight' passengers. To achieve the most enjoyable retail experience, Heathrow devised a retail vision around six key directions: New luxury

– personalised experiences; SoLoMo – social location mobile targeting customers on the go; Hybridisation – one space, many moods, inspired by innovative collaborations between different brands; Transient – customised experiences which respect the airport's international audiences; Customisation – bespoke products and services that embrace the needs of a global audience; and Multi channel – thinking digital to communicate with passengers on the move.

The new Terminal 2 will also be Heathrow's most sustainable yet and one of the most sustainable terminals in the world. 98% of material from the demolished old Terminal 2 has been recycled or reused for energy. Holland-Kaye added that the new terminal was designed to have 20% of its energy needs delivered through renewable energy sources. Its CO<sub>2</sub> emissions will be 40.5% lower

than building regulations require. The aim is to recycle or compost 70% of airport waste by 2020. Within Terminal 2, waste management and segregation at source will help the airport reduce and better manage operational waste. The energy centre has one of the largest biomass boilers in the UK.

"We have solar panels on the roof. Extensive glazing means more natural light. As well as glazed walls, north-facing skylights in the roof will provide glare-free daylight without heat gain," explained Holland-Kaye. "A sophisticated lighting control system will keep energy use down by switching lights

off when parts of the building are not in use or when daylight is bright enough. The layout of aircraft stands at Terminal 2 will mean planes can taxi more efficiently to the runways, reducing ground level emissions and improving air quality. Mirroring the way buildings are arranged at Terminal 5, this is called a 'toast rack' layout."



07

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A key feature of the new Terminal 2 is the 50,000sqm iconic three-wave roof, which maximises natural daylight and helps guide passengers through their journey.

07

There are 12 boarding gates in Terminal 2A and 14 in Terminal 2B. All of these are open gates, which share space with larger areas in the departure lounge. This gives passengers the opportunity to continue enjoying the shops and restaurants for longer.

The new Terminal 2 has clearly been designed and built with passengers at its heart. As Holland-Kaye passionately espouses, it will mean another big improvement in the passenger experience, continuing the progress made in recent years with the opening of Terminal 5 and the refurbishment of Terminals 1, 3 and 4. This next step in Heathrow's transformation will deliver a better journey for passengers, more efficient and reliable infrastructure for airlines, and additional jobs, trade and economic growth for the UK.



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*The large-scale airfield upgrades at Guernsey Airport have transformed the runway, apron and taxiways in every respect. Airport Director Colin le Ray explained to Amy Hanna how “future proofing” the airfield for decades to come will open a wealth of new opportunities for the island, enabling enhanced network connectivity, augmenting choice for passengers, and fortifying the continuing economic development of the region.*

# GUERNSEY'S AIRFIELD UPGRADE TO 'FUTURE PROOF' THE AIRPORT



Despite the logistical challenges brought about by the coordination of extensive construction works and full daytime airport operations – and the trials of transporting more than 200,000 tonnes of materials to the island by boat – the exhaustive £80 million refurbishment of Guernsey's only airfield is set to be completed under budget, and months ahead of schedule. With just minor completion activities and reinstatement works yet to be accomplished, the rehabilitation and reconstruction of the existing airfield infrastructure should be concluded before the end of the year – almost five months earlier than planned. Guernsey Airport Director Colin le Ray described the works as a “textbook development”, with not a single aircraft movement being disrupted by the project in its 18-month duration.

“The works are very significant,” he said. “It is one of the largest civil aviation contracts undertaken in Guernsey in quite some time

– probably ever. In essence, the purpose of the works was to rehabilitate the 1,463m runway – including the removal of its top surface – and re-profile it, strengthen it and overlay the existing runway.” A new area of asphalt was also implemented at one end of the runway to effect displacement of the threshold by 120m to the west – increasing the Runway End Safety Areas at both ends and effectively increasing the length of the runway, as well as enhancing safety at the overrun areas.

The developments will give Guernsey's carriers enhanced flexibility in terms of aircraft that can be operated; the airfield's new stands have been configured in a ‘nose in, push back’ environment, augmenting the capacity for larger craft to be held on the stands and enabling a greater variety of routes. “All of that improves choice for customers; improves the economics for passengers,” said le Ray. “It's given the island a long-term airfield which is fit for purpose and that is up to the

latest safety standards. In many respects it's been a complete rebuild that should benefit our carriers, passengers and the island for the next 30 years and beyond.”

At present the airport handles 870,000 passengers a year, and, while the nature of its fixed market ensures that its steady throughput rarely fluctuates, it is by no means complacent; planning for the future is at the crux of the airport's strategy. The island has a population of just 65,000, but its high passenger numbers are a reflection of its people's propensity to travel – and of the airport's crucial role in the region's economic prosperity. “We have a very vibrant finance industry and a well supported tourist trade, and both are dependant on travel into and out of the island,” le Ray said. “The challenge now is to make operations increasingly more economically viable to avoid escalating costs for our customers, and that's a dynamic that this recent development will help to promote.”

The all-encompassing renovation has seen improvements made to every aspect of Guernsey's airfield operations. The runway shoulders were removed and runway edges reconstructed; taxiways were re-profiled and strengthened, as were aprons; the drainage was replaced and rehabilitated; surface water attenuation tanks were installed; Airfield Ground Lighting was upgraded and LEDs installed; elements of the instrument landing system were replaced and repositioned... the list goes on. “Basically every piece of the surface, be it ground or hard surfacing, has been dug up and repositioned, or re-laid, or upgraded,” le Ray described.

Work on the airfield began in March 2012, and the project was no small undertaking. Contractor Lagan Construction imported around 230,000 tonnes of aggregate to the island for the works via a purpose built dock, 1,200 tonnes of which were hauled every day from the storage area to the airport site using specially modified bulk movement

equipment. Executing the works amidst business as usual on the airfield was also a complex process, with construction taking place nightly to allow for the daytime schedule to continue on Guernsey's only runway. “The planning and logistics of the handover and hand-back process from airport to contractor was incredibly important to ensure that the appropriate measures were in place, but it worked hugely successfully – we had no late hand-backs from the contractor, and no services were delayed as a result. I suppose you could say that in all respects it was a textbook development,” commented le Ray.

The final stage of development on the runway itself was completed in August, and in late September the last phase of heavy concrete work was accomplished with the final works on the apron, allowing aircraft to begin making use of the new apron in its entirety while completion measures are made on other parts of the airfield.

## 01

As the only airport in the region, it was crucial that business as usual continued on Guernsey's runway during the extensive airfield renovations. The works took place overnight, allowing the daytime schedule to continue as normal, and thanks to careful preparation, stringent checks and punctual handovers meant that no services were delayed during the project's 18-month duration.

## 02

le Ray: “The vision really is to make the airport fit for purpose until 2040, and we're working very effectively with the Commerce and Employment Department to see how we can promote Guernsey as a destination based on that.”

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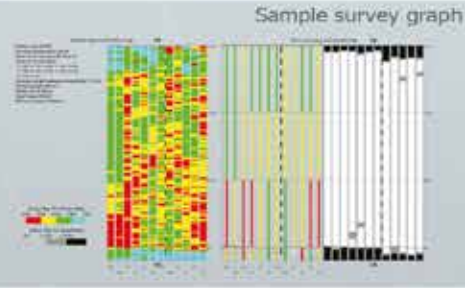


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**21-22 October 2013,**  
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Conference  
Moderator  
**John Humphrys**

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# CONFERENCE PROGRAMME

## MONDAY 21st OCTOBER

- 10.15 ..... Welcomes and Introductions – Ed Anderson, AOA Chairman
- 10.30 ..... Keynote Address – Robert Goodwill MP, Minister for Aviation
- 11.00 ..... Session 1 – The Industry Challenge
- ✈️ Olivier Jankovec, Director General, ACI EUROPE
  - ✈️ David Laws, Chief Executive, Newcastle International Airport
  - ✈️ Laurie Price, Consultant, Mott MacDonald
  - ✈️ Jim French, Chairman, FlyBe
  - ✈️ Dale Keller, Chief Executive, Board of Airline Representatives-UK
  - ✈️ Stewart Wingate, Chief Executive, Gatwick Airport
- 12.15 ..... Lunch
- 13.30 ..... Session 2 – The Policy Challenge
- ✈️ Simon Buck, Chief Executive, British Air Transport Association
  - ✈️ Jonathon Counsell, Chairman, Sustainable Aviation, and Head of Environment, BA
  - ✈️ Richard Deakin, Chief Executive, NATS
  - ✈️ Adam Marshall, Director of Policy, British Chambers of Commerce
  - ✈️ Sir Charles Montgomery, Director General, UK Border Force
  - ✈️ Gordon Marsden MP, Shadow Minister for Aviation
- 15.00 ..... Tea Break
- 15.30 ..... Keynote Address – Jon Moulton, Venture Capitalist
- 16.00 ..... Session 3 – Industry Leaders Question Time
- ✈️ Joe Thompson, Director of Short Haul & Joint Venture Performance, Virgin Atlantic
  - ✈️ Andrew Haines, Chief Executive, CAA
  - ✈️ Paul Kehoe, Chief Executive, Birmingham Airport
  - ✈️ Declan Collier, Chief Executive, London City Airport, and President, ACI Europe (2011-2013)
  - ✈️ John Holland-Kaye, Development Director, Heathrow Airport
  - ✈️ Andrew Harrison, Managing Director, Stansted Airport, Part of M.A.G
- 17.15 ..... Close
- 20.00 ... CONFERENCE DINNER – BLACK TIE

## TUESDAY 22nd OCTOBER

- 09.00 ... Keynote Address – Michael McGhee, Partner, Global Infrastructure Partners
- 09.30 .... Session 4 – Hard Talk with Michael O’Leary, Chief Executive, Ryanair
- 10.30 ..... Coffee Break
- 10.50 ..... Keynote Address – Sir Howard Davies – Chairman, Airports Commission
- 11.30 ..... Session 5 – Hard Talk with Willie Walsh, Chief Executive, International Airlines Group
- 12.30 ..... Closing Remarks – Ed Anderson, AOA Chairman
- Conference Close



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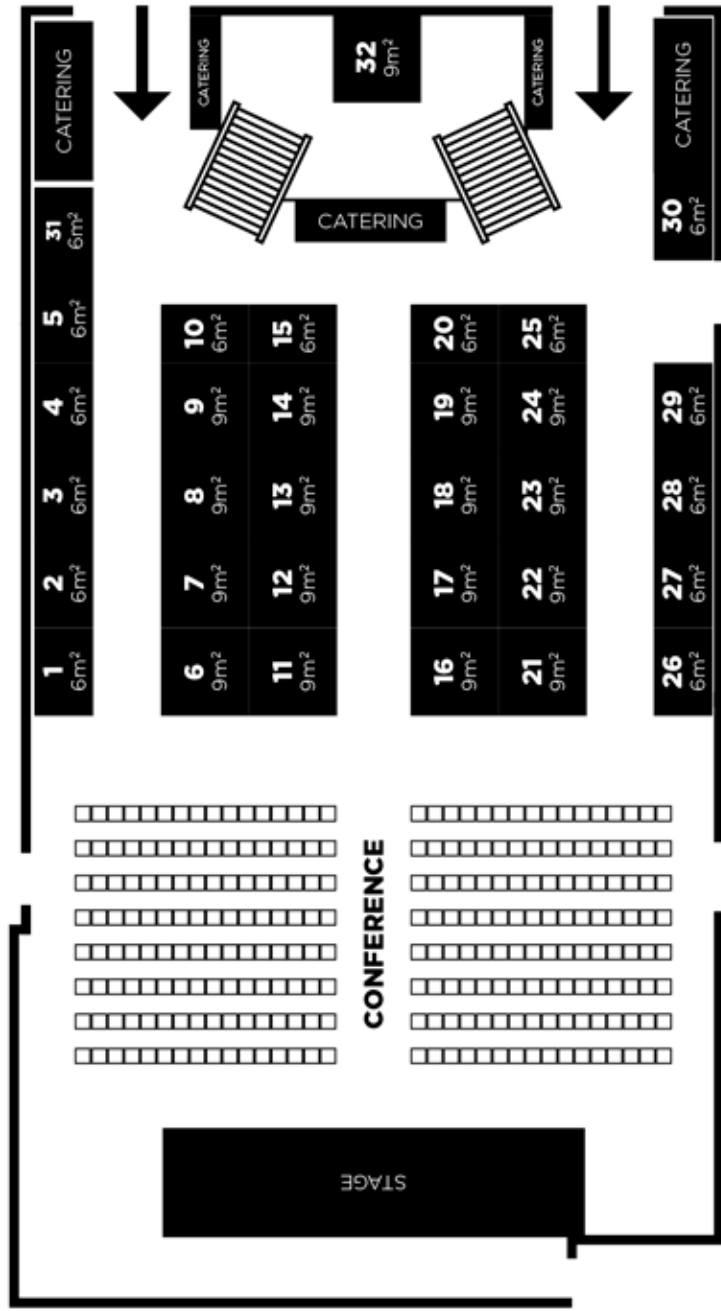
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# EXHIBITION FLOOR PLAN

## Confirmed exhibitors:

- Eagle Airfield.....1
- ASI .....2
- Certisa.....3
- Wilson James .....4
- Siemens..... 5 & 31
- Dallmeier .....6
- TCR UK .....7
- Mace.....8
- Roadgrip .....9
- Vanderlande.....10 & 15
- THALES .....11
- C Speed.....12
- Thames Water .....13
- Gerald Eve LLP .....14
- Selex ES.....16
- Flex O Lite.....17
- Omniserv .....18
- Altadona.....19
- Morpho Detection .....20
- British Airports Group ..... 21
- Aveillant ..... 22
- Atkins .....23 & 24
- Carillion ..... 25
- ARM Ltd.....26
- VMS Ltd ..... 27
- VINCI ..... 28
- LNT ..... 29
- Environmental Noise ..... 30  
Accreditation
- Sustainable Aviation ..... 32



|                                   |              |
|-----------------------------------|--------------|
| British Airports Group            | ..... 21     |
| Aveillant                         | ..... 22     |
| Atkins                            | .....23 & 24 |
| Carillion                         | ..... 25     |
| ARM Ltd                           | .....26      |
| VMS Ltd                           | ..... 27     |
| VINCI                             | ..... 28     |
| LNT                               | ..... 29     |
| Environmental Noise Accreditation | ..... 30     |
| Sustainable Aviation              | ..... 32     |



IN PARTNERSHIP WITH:



## KEYNOTE ADDRESS

### Robert Goodwill MP



Robert Goodwill MP is the newly appointed Parliamentary Under-Secretary of State for Transport with specific responsibility for aviation. Robert is the MP for Scarborough and Whitby being elected an MP in 2005. Prior to this he was an MEP for Yorkshire between 1999 and 2004. Robert's parliamentary career has included roles as an assistant Government Whip and Lord Commissioner of HM Treasury.

## SESSION 1

### Olivier Jankovec



Olivier Jankovec became Director General of the European Region of the Airports Council International (ACI EUROPE) in September 2006. He first joined ACI EUROPE in March 2006 as Director of Strategy & Communications. Olivier has over 18 years of governmental and lobbying experience, having worked for Alitalia (2002-2006), Air France (2000-2002) and the Air Transport Directorate of the European Commission (1994-2000).

### David Laws



David Laws is the Chief Executive of Newcastle International Airport. He began his career with the airport over 30 years ago as a fireman and then rose through many areas of the business including health and safety, human resources, operations, aeronautical and commercial development before becoming Chief Executive in 2007. David is passionate about the north east region and maintaining connectivity links.

### Laurie Price



Laurie Price is a retired air transport economist, airline planner and aviation consultant having spent 42 years in the air transport industry. Since leaving Mott MacDonald in May 2012, he has continued as a sub-consultant to the Company. As Director of Aviation Strategy with Mott MacDonald, he was responsible for projects involving strategic development, economic analysis, business planning, forecasting, policy and aero-political issues.

### Jim French



Jim French was appointed as Non-Executive Chairman of the Board of Flybe Group PLC., in August 2013. He began his aviation career in 1970 with Caledonian Airways Limited, before joining Air UK Limited in 1980. He joined Flybe in 1990, becoming Commercial Director and subsequently became Deputy Chief Executive and Chief Operating Officer. In June 2001, he was appointed Chief Executive Officer of Flybe and in 2002 developed the plan which transformed Flybe into Europe's largest independent regional airline. Jim was appointed Executive Chairman in March 2005. Jim was awarded a CBE in the 2009 Queen's Birthday Honours list for services to aviation.

### Dale Keller



Dale Keller was appointed Chief Executive of The Board of Airline Representatives in the UK (BAR UK) in November 2012, bringing experience in airline management and a renewed communications focus to the organisation. With more than 25 years' experience in the aviation, travel and tourism industries, the New Zealand born professional was one of the start-up team at Ansett New Zealand, prior to relocating to the United Kingdom in 1990. His aviation career includes roles with China Airlines, Air Malta and Air Mauritius.

### Stewart Wingate



Stewart Wingate was appointed Chief Executive Officer of Gatwick Airport in December 2009. He was with BAA from 2004 until September 2009, as Customer Services Director of Glasgow Airport (2004-2005), Chief Executive Officer of Budapest Airport (2005-2007) and most recently as Managing Director of Stansted Airport (2007-2009). He was previously with Black & Decker (1988-2004).

## SESSION 2

### Simon Buck



Simon Buck began his career in the Department for Transport. After holding various roles both in Westminster and the regions, he served as private secretary to the Minister for Aviation and also within the Department's Civil Aviation Directorate. He joined the aviation industry as External Affairs Manager at Air 2000, subsequently becoming Group Head of Industry Affairs at First Choice Holidays plc. Simon was appointed Chief Executive of BATA in July 2010.

### Jonathan Counsell



Jonathan Counsell joined British Airways in October 1999. He held the position of General Manager of Procurement Strategy and Head of Terminal 5 Development before taking the post of Head of Environment in December 2007. Prior to BA he worked in a number of positions in the airline industry most recently as Head of Strategy at Air New Zealand. Jonathan is Chair of the Sustainable Aviation coalition. Richard Deakin is Chief Executive Officer of NATS. Prior to joining NATS in 2010 Richard was Senior Vice President of the Air Systems Division for Thales and a member of the company's Executive Committee. Richard's career started more than 25 years ago as an engineering apprentice at BAE Systems, where he spent 17 years in a number of roles, latterly as Vice-President Commercial Aerospace, based at Farnborough.

## Adam Marshall



Adam Marshall was appointed Director of Policy and External Affairs at the British Chambers of Commerce (BCC) in July 2009. Adam represents the interests of the Chamber of Commerce Network - with 53 accredited Chambers and over 100,000 member businesses across the UK - in Whitehall, Westminster and the media. Prior to joining the BCC, Adam was Head of Policy at the Centre for Cities think-tank where he played a central role in the organisation's start-up and spin-out from the Institute for Public Policy Research. He also led work on city leadership, transport, local finance, and economic development.

## Sir Charles Montgomery



Sir Charles Montgomery is Director General of the UK Border Force. Before joining Border Force, Sir Charles held the role of Vice Admiral - Second Sea Lord and Chief of Naval Personnel and Training in the Royal Navy. He has enjoyed a distinguished career in the Royal Navy, and has held a variety of sea-going and land-based roles, including Naval Secretary and Chief of Staff (Personnel), Head of the Maritime Warfare School and command of a major warship. He was awarded KBE in the 2012 Queen's birthday honours list.

## Gordon Marsden MP



Gordon Marsden MP is the newly appointed Shadow Minister for Aviation. He is the MP for Blackpool South having entered Parliament in 1997. Gordon was previously a Shadow Minister at the Department for Business, Industry and Skills. His political interests are listed as heritage, education, international affairs, social affairs, disability, human rights, lifelong learning, adult and vocational skills, veterans affairs and tourism.

## KEYNOTE ADDRESS

### Jon Moulton



Jon Moulton is the Founder of Better Capital LLP and has long experience of turnarounds, having invested in them for 30 years with considerable success. Jon operates from Guernsey where he chairs the investing entities, which use Better Capital LLP as their consultant. He is a Chartered Accountant, a CF and a Fellow of the Institute for Turnaround Professionals and a former Managing Partner of Alchemy. Jon also previously worked with Citicorp Venture Capital in New York and London; Permira and Apax. Jon is also a Member of the Advisory Board for the £3.1bn UK Regional Growth Fund.

## SESSION 3

### Joe Thompson



Joe Thompson manages two of Virgin Atlantic's biggest priorities as Director of Short Haul and Joint Venture Performance. Joe joined Virgin Atlantic in 2003 from an aviation consultancy practice. He has held a number of senior manager roles in the airline's commercial department and has led country teams in both Hong Kong and India with responsibility for all Virgin Atlantic's passenger activities in those territories. Joe was appointed as a Director in May 2013 and is responsible for delivering the strategic and financial performance of Little Red and the transatlantic joint venture with Delta, leading the programme of work required for implementation of the JV.

## Andrew Haines



Andrew Haines is the Chief Executive of the Civil Aviation Authority, taking that post in July 2009. He is the first holder of this newly-created post, following the recommendations put forward by Sir Joseph Pilling in 2008. He joined the CAA after a wide-ranging career in the rail industry. After four years in charge of South West Trains, he took over the rail division of First Group. Latterly, he also took on responsibility for improving the performance of the First Great Western franchise

## Paul Kehoe



Paul Kehoe is Chief Executive of Birmingham Airport. Paul has held a number of senior posts in aviation including those as Managing Director for Belfast International Airport, Managing Director at London Luton Airport, Operations Director at TBI plc and Chief Executive of Bristol Airport, before he joined Birmingham Airport in his present role in October 2008. Paul is also Chairman of Marketing Birmingham; a member of the Warwick Business School Strategy Board and also a Board member on the Coventry and Warwickshire Local Enterprise Partnership.

## Declan Collier



Declan Collier joined London City Airport as Chief Executive Officer in March 2012. Prior to his appointment, he had been Chief Executive of the Dublin Airport Authority (DAA) since April 2005. Prior to joining the DAA, Declan worked with ExxonMobil, where he held a number of senior executive positions in Ireland and the UK. He is the past President of Airports Council International (Europe) the representative body for European airports and a member of the World Board of the Airports Council International (ACI).

## John Holland-Kaye



John Holland-Kaye was appointed Development Director at Heathrow Airport in October 2012, responsible for the £1bn annual redevelopment programme, including the new Terminal 2, which will open in June 2014. He joined as Commercial Director in May 2009, with responsibility for airline revenues, retail, property, Heathrow Express, strategy and passenger experience. Over a 3 year period, Heathrow's retail income per passenger grew by 10% per annum, and Heathrow was voted the best major Airport in Europe. He is a member of the Executive Committee.

## Andrew Harrison



Andrew Harrison came to Stansted as Chief Executive from the role of Chief Operating Officer of the Manchester Airports Group. Prior to his appointment to this position in April 2012, he was Managing Director of Manchester Airport, a role he had held since September 2010. Andrew joined Manchester Airport as Commercial Director in 2005 and was responsible for retail development, latterly extending his remit to include car parking, marketing and aviation development. He led the £80m redevelopments of Terminal 1 and Terminal 2, the growth of the car park business through new products and distribution channels, and negotiations with key airlines which included bringing the A380 to Manchester.

## KEYNOTE ADDRESS

### Michael McGhee



Michael McGhee is a founding partner of Global Infrastructure Partners based in London. He led GIP's acquisition of London City Airport in 2006, London Gatwick Airport in 2009 and Edinburgh Airport in 2012. He was previously Head of Credit Suisse's Global Transportation and Logistics group from 1997 to 2006 and prior to that was Head of Transport Investment Banking at BZW from 1990. He has been the lead advisor on the privatisations of over 25 airports or airport groups and was lead advisor to the UK Government on the Public Private Partnership of NATS in 2001. He has advised on several airline transactions in the UK and globally.

## SESSION 4

### Michael O'Leary



Michael O'Leary has been the Chief Executive Officer of Ryanair Limited, a subsidiary of Ryanair Holdings PLC since 1994 and has been the Chief Executive Officer of Ryanair Holdings plc since 1997. He served as the Deputy Chief Executive of Ryanair Limited from 1991 to May 1993 and Chief Operating Officer from June 1993 to December 1993. He has been an Executive Director of Ryanair Holdings PLC since 1996 and a Director of Ryanair Limited, a subsidiary of Ryanair Holdings PLC since November 25, 1988.

## KEYNOTE ADDRESS

### Sir Howard Davies



Sir Howard Davies is Chairman of the Airports Commission established by the UK government to identify and recommend options for maintaining the UK's status as an international hub for aviation. He is a former Deputy Governor of the Bank of England and a former Director-General of the CBI. He is also Chairman of the Phoenix Group as well as Professor of Practice at the Paris Institute of Political Science (Sciences Po) and Chairman of the International Advisory Council of the China Securities Regulatory Commission.

## SESSION 5

### Willie Walsh



Willie Walsh became Chief Executive of International Airlines Group (IAG) in January 2011, joining from British Airways where he was Chief Executive from October 2005. At British Airways, Willie guided the company to its first-ever 10 per cent operating margin in 2007 and introduced permanent changes across the airline to bring it through the worst recession in aviation history in 2008/9. He secured the airline's long-term strategic objective to establish a transatlantic joint business with American Airlines and Iberia and set up the merger with Iberia that led to the formation of IAG.

# DELEGATES

| FIRST NAME     | SURNAME       | POSITION  | COMPANY                               |
|----------------|---------------|---|---------------------------------------|
| Marie          | Hart          | Business Manager (Parking)                        | Airport Direct Travel                 |
| Neil           | Robson        | Parking Services Director                         | Airport Direct Travel                 |
| Graham         | Yarrow        | Head of Operations                                | Airport Direct Travel                 |
| Toby           | Gibbs         | Director (Environment)                            | AMEC E&I UK                           |
| Chris          | Whall         | Director (Air Quality)                            | AMEC E&I UK                           |
| James          | Trow          | Associate Director (Noise)                        | AMEC E&I UK                           |
| Davy           | Chapman       | Senior Director                                   | ARINC                                 |
| David          | Kershaw       | Senior Director ITS                               | ARINC                                 |
| Peter          | Copley        | Head of Commercial Ground Handling                | ASIG Limited                          |
| Graham         | Cowling       | Operations Support Manager                        | ASIG Limited                          |
| Kevin          | Armstrong     | Director (Sales & Marketing)                      | ATG Airports Limited                  |
| Mark           | Pollard       | UK Sales Manager                                  | ATG Airports Limited                  |
| Beverley       | Olmez         | Interim Marketing Manager                         | ATG Airports Limited                  |
| Chris          | Reason        | Project Manager                                   | Atkins Limited                        |
| Hanna          | Edgren        | Associate Architect                               | Atkins Limited                        |
| Chris          | Gibbs         | Sector Account Manager                            | Atkins Limited                        |
| David          | Innis         | Director Public & Private Sector                  | Atkins Limited                        |
| Miranda        | Reeves        | Account Director                                  | Atkins Limited                        |
| David          | Crisp         | Chief Executive Officer                           | Aviellant Limited                     |
| Tom            | Newman        | Director  | Babcock Airports                      |
| Sarah          | Westley       | Senior Marketing Communications Executive         | Babcock Airports                      |
| Mike           | Westman       | Business Development Manager                      | Babcock Airports                      |
| David          | Arrehn        | Operations Director                               | Bagport UK Limited                    |
| Nick           | Watts         | Managing Director                                 | Bagport UK Limited                    |
| Nigel          | Davey         | Senior Project Manager                            | Beumer Group UK Limited               |
| Michael        | Stafford      | Head of Project Delivery                          | Beumer Group UK Limited               |
| Paul           | Kehee         | Chief Executive Officer                           | Birmingham Airport                    |
| Paul           | Davies        | Operations Director                               | Bristol Airport Limited               |
| Jim            | McAuliffe     | Financial Director                                | Bristol Airport Limited               |
| Robert         | Stclair       | Chief Executive Officer                           | Bristol Airport Limited               |
| Dr Barry       | Humphreys     | Chairman  | British Air Transport Association     |
| Zoe            | Metcalfe      | Director of Aviation                              | Buro Happold                          |
| Steve          | Jones         | Managing Director                                 | Cambridge Airport                     |
| Deb            | Barber        | Operations Director                               | Cardiff International Airport Limited |
| Spencer        | Blrns         | Director of Aviation                              | Cardiff International Airport Limited |
|                |               | Business Development                              |                                       |
| Jon            | Horne         | Chief Executive Officer                           | Cardiff International Airport Limited |
| Mike           | Botazzi       | Framework Director, Heathrow                      | Carillion Construction Services       |
| Ian            | Entwistle     | Contracts Director                                | Carillion Construction Services       |
| James          | Hinds         | Operations Director                               | Carillion Construction Services       |
| Stephen        | Aspinall      | Account Director, Heathrow                        | Carillion plc                         |
| Rick           | Murphy        | Customer Business Director, Transport             | Carillion plc                         |
| John           | Daly          | Global Market Director - Aviation                 | CH2M HILL                             |
| Andrew         | Gibson        | Transportation/Traffic Engineering Manager        | CH2M HILL                             |
| Theresa        | Hughes        | Chief Executive Officer                           | Chantry Limited                       |
| Frances        | Wilson        | Finance and Administration                        | City of Derry Airport                 |
|                |               | Manager and Company Secretary                     |                                       |
| Peter          | Drissell      | Aviation Security, Regulation and Compliance      | Civil Aviation Authority              |
| Rebecca        | Chisholm      | Proposals Assistant                               | Cobham Flight Inspection              |
| Michael        | Saunders      | Business Development Manager                      | Cobham Flight Inspection              |
| Fraser         | Steedman      | Head of Flight Inspection                         | Cobham Flight Inspection              |
| Simon          | Downing       | Airport Projects Manager                          | Colas Limited                         |
| Carl           | Ferguson      | Director, Airports, Asphalt & Projects            | Colas Limited                         |
| Mike           | Rollason      | Associate Director Airports, Asphalt & Projects   | Colas Limited                         |
| Murray         | Van Der Poll  | Divisional Development Manager                    | Colas Limited                         |
| Alan           | Titterton     | Managing Director                                 | Cornwall Airport Limited              |
| Andrew         | Eley          | Senior Project Manager                            | Dyer and Butler Limited               |
| Mark           | Foster        | Operational Manager                               | Dyer and Butler Limited               |
| Jon            | Whitehouse    | Operations Director                               | Dyer and Butler Limited               |
| Gordon         | Dewar         | Chief Executive                                   | Edinburgh Airport Limited             |
| Sarah          | Gardiner      | Head of Terminal Operations                       | Edinburgh Airport Limited             |
| Colin          | Murray        | Head of Airside Operations                        | Edinburgh Airport Limited             |
| Niall          | Duffy         | Head of PR and Public Affairs                     | Flybe                                 |
| Tommy          | Hamilton      | Head of Aviation UK                               | G4S Aviation Services (UK) Limited    |
| John           | Collins       | Continuous Improvement Manager                    | G4S Aviation Services (UK) Limited    |
| Sam            | Tudjroglu     | General Manager                                   | G4S Aviation Services (UK) Limited    |
| Stewart        | Wingate       | Chief Executive Officer                           | Gatwick Airport Limited               |
| Alice          | Cookson       | Public Affairs Manager                            | Gatwick Airport Limited               |
| Brian          | Ambrose       | Chief Executive                                   | George Best Belfast City Airport      |
| Mark           | Beattie       | Operations Director                               | George Best Belfast City Airport      |
| Stuart         | Finlayson     | Airline Business Development                      | Gibraltar International Airport       |
| Terence        | Lopez         | Air Terminal Director                             | Gibraltar International Airport       |
| Colin          | Le Ray        | Airport Director                                  | Guernsey Airport                      |
| Andrew         | Kirton        | Head of Public Affairs                            | Heathrow Airport Limited              |
| Nigel          | Milton        | Director of Policy & Political Relations          | Heathrow Airport Limited              |
| Steve          | Leighton      | Director  | Hellos                                |
| Howard         | Dove          | Operations Director                               | Holiday Extras Limited                |
| Sean           | Hagger        | Commercial Director                               | Holiday Extras Limited                |
| Matthew        | Paxton        | Chief Operating Officer                           | Holiday Extras Limited                |
| Peter          | Mills         | Director, EMEA                                    | Hotel Connections                     |
| Paul           | Casson        | Business Development Manager, Aviation            | Human Recognition Systems             |
| Jim            | Flavin        | Managing Director, Aviation                       | Human Recognition Systems             |
| Jim            | Finegan       | Operations Director                               | ICTS (UK) Limited                     |
| Kelly          | McCartney     | Commercial Director                               | ICTS (UK) Limited                     |
| Robert         | Robson        | General Manager - Airports and Aviation Services  | Involon Limited                       |
| Mike           | Sharples      | Business Development Manager - Airports           | Involon Limited                       |
|                |               | and Aviation Services                             |                                       |
| Paul           | Clarkson      | Airport Operations Manager                        | Isle of Man Airport                   |
| Ann            | Reynolds      | Ports Director                                    | Isle of Man Airport                   |
| Kevin          | Culverwell    | Business Development Director                     | ISS Facility Services                 |
| Lloyd          | Bracey        | Reporter/Presenter                                | ITN                                   |
| Silvano        | Grotti        | Camera Operator                                   | ITN                                   |
| Mark           | Snowden       | Sound Recordist                                   | ITN                                   |
| Laura          | Hewison       | Production Assistant                              | ITN                                   |
| Hanna          | McLeod        | Editor  | ITN                                   |
| Paul           | Angear        | Editor  | ITN                                   |
| Duncan         | Gunstone      | Head of Corporate Production                      | ITN                                   |
| Simon          | Shelley       | Corporate Programming Director                    | ITN                                   |
| Stuart         | Condie        | Director  | James Aviation Limited                |
| Anthony        | Hallwood      | Aviation Development and Marketing Director       | Leeds Bradford Airport                |
| Andrew         | McClumpha     | Director  | Leighfischer                          |
| Rob            | Rushmer       | Director  | Leighfischer                          |
| Jane           | Thompson      | Business Development - European Aviation Practice | Leighfischer                          |
| Mike           | Fairbanks     | Director  | Leighfischer                          |
| Lucy           | O'Shaughnessy | Retail Director                                   | Liverpool John Lennon Airport         |
| Mark           | Povall        | Air Service Development Director                  | Liverpool John Lennon Airport         |
| Chris          | Kelly         | Head of Air Traffic Services                      | Liverpool John Lennon Airport         |
| Will           | Curtis        | Managing Director                                 | London Biggin Hill Airport            |
| Andrew         | Walters       | Chairman  | London Biggin Hill Airport            |
| Declan         | Collier       | Chief Executive Officer                           | London City Airport                   |
| Matthew        | Hall          | Chief Commercial Officer                          | London City Airport                   |
| Bernard        | Lavelle       | Sales Director                                    | London City Airport                   |
| Reverend Clive | Jones         | Chaplain  | London City Airport                   |
| Glyn           | Jones         | Managing Director                                 | London Luton Airport                  |
| Neil           | Thompson      | Operations Director                               | London Luton Airport                  |
| Tony           | Farmer        | Head of Sales and Route Development               | London Oxford Airport                 |
| Andrew         | Judge         | Airport Director                                  | London Southend Airport - Stobart Air |
| Graham         | Moorhouse     | Chief Financial Officer                           | London Southend Airport - Stobart Air |
| David          | Lister        | Operations Director                               | London Southend Airport - Stobart Air |
| Andrew         | Harrison      | Managing Director                                 | London Stansted Airport Limited       |

# EXHIBITORS

| FIRST NAME  | SURNAME    | POSITION   | COMPANY                            |
|-------------|------------|--|------------------------------------|
| Adam        | Stark      | Chief Technical Officer/ Chief Operating Officer | Altadona                           |
| Tim         | Griggs     | Client Director                                  | Altadona                           |
| Stephen     | Allon      | Business Development Manager                     | ARM Limited                        |
| Tori        | Sellers    | Director   | ARM Limited                        |
| Barrie      | Simpson    | Sales  | ASI Solutions Limited              |
| Ian         | Jones      | Managing Director                                | ASI Solutions Limited              |
| Robert      | Stewart    | Principal Airport Architect                      | Atkins Limited                     |
| Magnus      | Parker     | Operations Manager                               | Atkins Limited                     |
| D'Yon       | Peoples    | Marketing and Communications Manager             | Atkins Limited                     |
| Zoe         | Shute      | Consultant, Management Consultancy               | Atkins Limited                     |
| Rob         | Abbott     | Head of Service Design                           | Avellant Limited                   |
| John        | Alan       | Commercial Director                              | Avellant Limited                   |
| Paul        | Willis     | Board Member                                     | British Aviation Group             |
| Rosie       | Sweeney    | Membership Manager                               | British Aviation Group             |
| David       | Colangelo  | Chief Marketing Officer                          | C Speed LLC                        |
| David       | Lysack     | President and Chief Executive Officer            | C Speed LLC                        |
| Adrian      | Knight     | Business Development Director                    | Carillon plc                       |
| Sam         | Ward       | Business Development Director                    | Carillon plc                       |
| Jessica     | Lu         | Project Coordinator                              | Certisa International Limited      |
| Mike        | Rothon     | Director   | Certisa International Limited      |
| Steve       | Hodges     | Sales Manager                                    | Dallmeier UK Limited               |
| Jason       | Piggott    | Sales Manager                                    | Dallmeier UK Limited               |
| Arthur      | Peake      | Director   | Eagle Airfield Equipment Limited   |
| Stelir-Erik | Petersen   | Sales Manager                                    | Eagle Airfield Equipment Limited   |
| Vicki       | Hughes     | Managing Director                                | Environmental Noise Accreditation  |
| Jasmine     | Lee        | Communications Manager                           | Environmental Noise Accreditation  |
| Michael     | Boeger     | Global Commercial Director                       | Flex-O-Lite/Potters Industries     |
| Kimm        | Moursund   | Airside Safety/Hi-Index Products                 | Flex-O-Lite/Potters Industries     |
| Simon       | Butler     | Associate  | Gerald Eve                         |
| Roger       | Littlewood | Partner  | Gerald Eve                         |
| Keith       | Molikin    | Account Manager                                  | LNT Solutions Limited              |
| Philip      | Newston    | Head of UK & Europe                              | LNT Solutions Limited              |
| Nigel       | Cole       | Director   | MACE                               |
| Richard     | Miles      | Commercial Director                              | MACE                               |
| Kevin       | Turner     | Project Director                                 | MACE                               |
| Liam        | McKay      | Marketing Communications Assistant Manager       | MACE                               |
| Matt        | Randall    | Constructions Director                           | MACE                               |
| Ayo         | Abbas      | Marketing Communications Manager                 | MACE                               |
| Farah       | Douyon     | Management Trainee                               | MACE                               |
| Martin      | Parker     | Regional Sales Manager                           | Morpho Detection Incorporated      |
| Tim         | Pidgeon    | Regional Sales Manager                           | Morpho Detection Incorporated      |
| Robert      | Stesanovic | Head of Customer Services                        | Omiserv Limited                    |
| Mary        | Bennett    | Quality Manager                                  | Omiserv Limited                    |
| Richard     | Powell     | Commercial Director                              | Roadgrip                           |
| Brendon     | Cadogan    | Marketing and Sales                              | Selex-ES                           |
| Paul        | Taylor     | Account Director                                 | Selex-ES                           |
| Mark        | Adams      | Mechanical Engineering Manager                   | Siemens                            |
| Peter       | Preston    | Head of Communications                           | Siemens                            |
| Gary        | Dominey    | Regional Sales Development Manager               | TCR UK Limited                     |
| Mark        | Stammers   | General Manager - London Heathrow                | TCR UK Limited                     |
| Peter       | McSweeney  | Sales Director                                   | Thales                             |
| John        | Smith      | Account Director                                 | Thales                             |
| Lee         | McGouran   | Client Services Manager                          | Thames Water Commercial            |
| Peite       | Saunders   | Technical Services Manager                       | Thames Water Commercial            |
| Nicki       | Dawett     | IT Business Analyst and Business Development     | Vanderlande Industries             |
| Mark        | Farka      | Sales Administration                             | Vanderlande Industries             |
| Martijn     | Koudijs    | Business Development Manager                     | Vanderlande Industries             |
| Ishtiaq     | Razaq      | Sales Engineer                                   | Vanderlande Industries             |
| Gary        | Higgins    | Business Development Director                    | Variable Message Signs Limited     |
| Glynn       | Hutton     | Sales Manager                                    | Variable Message Signs Limited     |
| Iain        | Sayers     | Business Development Director                    | Vinci Construction UK              |
| Carly       | Robson     | Marketing Assistant                              | Vinci Construction UK              |
| Amy         | Cleeve     | Group Marketing Executive                        | Wilson James                       |
| Lee         | Noble      | Marketing Manager                                | Wilson James                       |
| Marla       | Smith      | Consultant                                       | WSP (Airport Carbon Accreditation) |
| Eileen      | Upton      | Senior Consultant                                | WSP (Airport Carbon Accreditation) |

|                      |               |  |   |
|----------------------|---------------|--|---|
| Chris                | Wiggin        | Head of Public Affairs and Sustainable Development | London Stansted Airport Limited           |
| Tim                  | Hawkins       | Corporate Affairs Director                         | Manchester Airport Group                  |
| Sam                  | Atherton      | Government Affairs Advisor                         | Manchester Airports Group                 |
| Sarah                | Brookes       | Head of Public Affairs                             | Manchester Airports Group                 |
| Andrew               | Cowan         | Chief Operating Officer                            | Manchester Airports Group                 |
| Neil                 | Robinson      | Corporate Affairs Director                         | Manchester Airports Group                 |
| Charles              | Buchanan      | Chief Executive Officer                            | Manston Airport                           |
| Abigail              | Barbour       | Aviation Account Manager                           | Met Office                                |
| David                | Gibbs         | Aviation Business Manager                          | Met Office                                |
| Jodie                | Wild          | Strategic Relationship Manager                     | Met Office                                |
| Michael              | Burrell       | AOA Public Affairs Consultant                      | Michael Burrell Consultancy               |
| George               | McBride       | Sector Director for Aviation                       | Morgan Sindall Professional Services      |
| Peter                | Kemworthy     | Projects Director Aviation                         | Mott MacDonald                            |
| Patrick              | Folley        | Director Aviation Economics                        | Mott MacDonald                            |
| Matthew              | Pierpoint     | Senior Airport Planner                             | Mott MacDonald                            |
| Peter                | Dawson        | Group Customer Account Manager                     | National Air Traffic Services (NATS)      |
| Nick                 | Jackson       | Business Development                               | National Air Traffic Services (NATS)      |
| Manager, Engineering |               | National Air Traffic Services (NATS)               | National Air Traffic Services (NATS)      |
| Michael              | Stoller       | Director Operations (Airports)                     | National Air Traffic Services (NATS)      |
| Trevor               | Arnold        | Executive Assistant                                | National Air Traffic Services (NATS)      |
| Richard              | Knight        | Operations Director                                | Newcastle International Airport           |
| David                | Laws          | Chief Executive                                    | Newcastle International Airport           |
| Graeme               | Mason         | Planning & Corporate Affairs Director              | Newcastle International Airport           |
| Charlotte            | Osborne       | Chaplain   | Newcastle International Airport           |
| James                | Ramsbotham    | Chief Executive                                    | North East Chamber of Commerce            |
| Warwick              | Allan         | Sales Manager                                      | Northrop Grumman                          |
| Andrew               | Bell          | Chief Executive Officer                            | Norwich Airport Limited                   |
| Alan                 | Lamond        | Aviation Director                                  | Pascal & Watson                           |
| Matthew              | Butters       | Director   | Pascal & Watson                           |
| Michelle             | Beaumont      | Senior Associate                                   | Pinsent Masons LLP                        |
| Robbie               | Owen          | Partner  | Pinsent Masons LLP                        |
| Jonathan             | Riley         | Partner  | Pinsent Masons LLP                        |
| Michael              | Fazackerley   | Aviation Director                                  | Rapiscan Systems                          |
| Clive                | Coleman       | RCAM Contracts Director                            | Regional & City Airports Management       |
| Paul                 | Rankin        | RCAM Head of Airport Operations                    | Regional & City Airports Management       |
| Matthew              | Roach         | RCAM Business Support Director                     | Regional & City Airports Management       |
| James                | Creegan       | Aviation Sales Manager                             | Rockshore Limited                         |
| Geoff                | Dewick        | Associate Director                                 | RPS Group plc                             |
| David                | Thomson       | Senior Partner, Environment                        | RPS Planning and Development Limited      |
| Richard              | Barber        | Managing Director                                  | SafeSkys Limited                          |
| Chris                | Goss          | Business Development Director                      | SafeSkys Limited                          |
| Liz                  | Sian          | Accounts Manager                                   | SafeSkys Limited                          |
| Mark                 | Angela        | Chief Executive Officer                            | Select Service Partner                    |
| Oily                 | Swayne        | Business Development Director, Air                 | Select Service Partner                    |
| Andy                 | Webb          | Business Development Director, Rail and Air        | Select Service Partner                    |
| Tracey               | Cole          | Regional Sales Director                            | Smiths Detection                          |
| Andrew               | Lee           | Managing Director                                  | Smiths Detection                          |
| David                | Lees          | Managing Director                                  | Southampton International Airport Limited |
| Dr Andy              | Jefferson     | Programme Director                                 | Sustainable Aviation                      |
| Michael              | Bletsoe-Brown | Managing Director                                  | Sywell Aerodrome Limited                  |
| Roger                | Walker        | Director, Airport Operations                       | TAG Farnborough Airport Limited           |
| Richard              | Moore         | Head of Aviation                                   | TPS/Carillon plc                          |
| Mike                 | Jackson       | Technical Director                                 | URS                                       |
| Sue                  | Thomas        | Director   | URS                                       |
| David                | Hodges        | Parliamentary and External Affairs Manager         | Virgin Atlantic Airways                   |
| Sean                 | Kelly         | Operations Director                                | Wilson James Limited                      |
| Emma                 | Russell       | Training Manager                                   | Wilson James Limited                      |
| Angus                | Wilson        | Business Services Manager                          | Wilson James Limited                      |
| Duncan               | Field         | Partner  | Wragge & Co LLP                           |



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Passenger numbers are soaring at Scotland's largest airport. In July of this year Edinburgh Airport experienced a record-breaking throughput of more than a million passengers, and September too experienced unprecedented traffic, with more than 950,000 people travelling through its terminal, a +9.0% increase on 2012. The airport also reported its strongest ever quarter with over three million passengers arriving and departing in Q3, and with international interest in Scotland more fervent than ever, numbers are set to surge further as global connections develop. Now, the Edinburgh Airport Board is investing heavily in its airport buildings and facilities to improve throughput capability in alignment with traffic growth, meet the demands of its burgeoning passenger numbers, and ensure greater flexibility in the use of space to support the efficient processing of its passengers.

The investment programme will see £150 million injected into the airport over the next five years, delivering a wide range of improvements, from capacity and customer service to asset replacement and compliance – including projects such as the EAST terminal expansion, enhancements to the current check-in and baggage hall and the provision of aircraft stand capacity. Following its acquisition by Global Infrastructure Partners (GIP) last year, the airport has undertaken a comprehensive review of its capital plan for the next five years to ensure its investment plans align with its overall business strategy. "This strategy centres on providing excellent service, ensuring a seamless journey through the airport and offering passengers' choice," Lang explained. "It has already started delivering results such as the three high profile awards we've won so far this year – 'Scottish Airport of the Year' at the Scottish Transport Awards, 'Best European Airport (5-10m passengers)' for the third time in a row at the ACI EUROPE Best Airport Awards, and the

# EDINBURGH AIRPORT'S £150M INVESTMENT IN AN OUTSTANDING PASSENGER EXPERIENCE

*Edinburgh Airport's recently announced terminal expansion is the first in a number of investments that will build its profile as an international hub, as its throughput escalates at an unprecedented rate. Head of Project Delivery Ian Lang explained that the EAST Expansion Project will form the foundation of the airport's ambitious plans for growth – a demonstration of its commitment to transforming its passengers' experience through state-of-the-art facilities and exceptional customer service. Amy Hanna reports.*

best in Britain, and top three in Europe, for passenger satisfaction, at the Airport Service Quality (ASQ) Awards."

The £25 million EAST Expansion is the first major project in the airport's ambitious investment plan, and will provide facilities that reflect the predicted growth in passenger numbers, allowing the airport to continue to provide an efficient service as well as offer greater choice for passengers. The 6,000sqm terminal extension represents the single biggest investment by GIP since it took ownership of the airport in June 2012, and is centred on a purpose built security facility aimed at ensuring the safe and efficient processing of all passengers departing from Edinburgh Airport. The design coupled with the implementation of new technologies, processes and specialised training, will ensure Edinburgh Airport continues to provide passengers with the highest levels of customer service experienced today.

Work on the expansion will begin in October, with the 'shell' of the initial building due for completion in the summer of next year. The purpose-built security facility will become operational by December 2014, while a new commercial area featuring the airport's first walk-through

store will open in summer 2015.

"The project will ensure we maximise the use of our existing facilities whilst complementing them with new facilities which will improve service and offer passengers greater choice." Lang explained.

## Door Systems for Airports



Jeddah (above)  
Heathrow (left)

Hart Door Systems delivers a range of door systems for airports – security, high-speed fire/smoke prevention, conveyor belt and for large storage/vehicle areas. Designed and manufactured in Great Britain and installed to UK, EU, Russian and UL international standards.

International airport installations include the following:

- Heathrow T5 • Gatwick
- Stanstead • Luton • Newcastle
- Glasgow • Aberdeen
- Banjul Airport, Gambia
- King Abdulaziz, KSA
- Dubai International
- Malta
- Vladivostok
- Baghdad

Contacts: Nick Hart, Alan Richardson, John Loftus  
Freephone 0800 783 0404 Email: sales@hartdoors.com  
www.hartdoors.com

**HART**  
DOOR SYSTEMS

The EAST Expansion project includes a new purpose built security hall. The purpose-built security facility will become operational by December 2014, while a new commercial area featuring the airport's first walk-through store will open in summer 2015.



## Real time systems integration

Would your airport like to gain further use out of the existing infrastructure to improve operational efficiency? Need a single platform to report back the entire operational status of your airport

and to manage all your operational/security sub-systems? Or do you simply need to aggregate real time data from multiple disparate systems (A-SMGCS, ADS-B, AODB/RMS, Access Control, etc...)? Would you like to leverage existing systems to implement new solutions at a lower cost (QMS, Passenger Tracking tools, etc)?

Altadona solves one of airport's greatest needs, that of integrating all systems in real time so that operators can make faster, more

informed decisions to improve efficiency all round while also automating certain procedures/processes. Altadona provides the 'glue' to connect multiple disparate systems and manage the data in real time. Altadona's Common Operating Environment integrates all existing technology and operational systems geo-located within a single virtual and manageable scene.

**Stand 19**



## Innovative natural wastewater treatment

ARM is the market leader in the design and construction of treatment wetlands and works with airport operators to help minimise the impact of de-icing fluids and fire fighting foams on the environment, and the inherent costs of storing and treating the resulting wastewater, by using innovative natural wastewater treatment systems. Aerated wetlands provide the ideal solution, providing both treatment and storage they are sustainable, cost-effective, have minimal operator input and above all meet discharge consent targets. We guarantee the removal rates of our systems and each design is bespoke to the individual airport and location, working with you to deliver the solution you need.

**Stand 26**



## Preparing for winter

Since the bad winter of 2010/2011, Øveraasen AS, represented by Eagle Airfield Equipment Ltd, has been very busy selling new Snow Clearing Equipment to several UK airports. Among its customers are: Heathrow Airport, Gatwick Airport, Stansted Airport, Luton Airport, Edinburgh Airport, London Southend Airport, Bristol Airport, Belfast City Airport and Glasgow

Airport to name just a few.

The company is specialised in high-speed snow cutters, as well as sweepers for runways, taxiways and aprons. Most important is that its products are made to be used as a matching system, perfectly harmonised to fit each airport in order to reduce the total clearing time at lowest possible cost.

**Stand 1**

## Integrated support services

Carillion is one of the UK's leading integrated support services companies, with extensive construction capabilities, a substantial portfolio of Public Private Partnership projects and a sector-leading capability in delivering sustainable solutions.

We employ 40,000 people worldwide, with well-established businesses in the Middle East and Canada and annual revenue of £4.4 billion.

Our vision is to be the partner

of choice for delivering, managing and servicing buildings and infrastructure around the world.

Carillion's mission is a simple one – to make tomorrow a better place.

In the past five years it has delivered over £500 million-worth of aviation projects. Carillion's portfolio features most of the UK's major airports, as well as airports across Europe, the Middle East and Africa. It has also delivered projects for both the UK and US military.

Carillion offers a complete property service from design, building and civil engineering through to an extensive range of both soft and hard facilities management.

**Stand 25**



## LNT Aircraft Deicing Fluids – Recover, Recycle, Reuse

The first of its kind, LNT Solutions' new product, Recycled ADF, will create vast efficiencies for airports, reduce the environmental impact of de-icing and help ensure continuous flight service.

Recycled ADF enables the airport to easily recover glycol which would otherwise be wasted following aircraft de-icing. The used glycol is recycled and refined until almost 100% glycol. It is then mixed on site with LNT Solutions Add-Pack to make the recycled ADF a fully effective, certified de-icing product ready for reuse. The process can be repeated

many times for the same glycol, decreasing the volume of glycol required by airports, reducing the environmental impact, keeping planes flying and saving money.

The ingenuity behind this product is set to have a dramatic impact on climate protection systems, bringing environmental and financial benefits to airports across the world. LNT Solutions is the only company that can offer this product, which is a significant achievement and something the LNT Group is very proud to be a part of!

**Stand 29**

# NORWEGIAN SNOW-HOW



*Øveraasen's new generation of high performance snow removal equipment features a futuristic design.*

Øveraasen has launched the next generation of high performance snow removal equipment, which features a futuristic design. The new products have been designed according to the latest emissions standards, utilising MTU Stage 4/Tier 4 engines. Øveraasen is among the first in Europe to begin installing this new engine generation, in order to satisfy demands for environmentally friendly equipment.

Alongside the engines, other major structures of the machines have been redesigned. The new models are equipped with the latest H1 series hydraulic components from Danfoss Power Solutions and the Plus 1 control systems. Øveraasen has worked with Eker Design - utilising its



*Øveraasen's new Performance Line has been designed according to the latest emissions standards, utilising MTU Stage 4/Tier 4 engines.*

knowledge of fibreglass technology - to develop the futuristic new design.

The futuristic new range of Øveraasen snow removal equipment has been introduced as the Performance Line; models include: RS 200 Runway snow sweeper, RS 400

Runway snow sweeper, RSC 250 Compact snow sweeper, and TV 1000 High capacity airport snow blower. The first TV 1000 in the Performance Line will be delivered in December 2013, while the first new Performance Line snow sweepers will leave the factory in Norway in mid-2014.



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**EAGLE AIRFIELD EQUIPMENT LIMITED**

## International consultancy and construction

Mace is an international consultancy and construction company, offering highly integrated services across the full property and infrastructure lifecycle.

Its experts in programme and project management, cost consultancy, construction delivery, and facilities management thrive within its collaborative and entrepreneurial culture, constantly striving to find better solutions to complex infrastructure and property challenges.

Mace has more than 20 years' experience acting as principal contractor on some of the world's largest and most complex airport

facilities. Its expertise ranges from construction of London Heathrow T5 and Gatwick's Pier 6, to the design, construction and operation of hold baggage systems (HBS) at a number of airports across the UK.

Mace understands the issues the aviation sector faces and looks to apply its clear thinking and knowledge and strong health and safety processes to deliver major programmes and projects that meet the true outcomes that define project success.

**Stand 8**

## Are you in tune with your noise management?

Environmental Noise Accreditation (ENA) is very proud to be returning to this year's AOA Annual Conference and Exhibition, a year after launching the world's first noise accreditation scheme. It has secured its first 'pilot' airport to go through the programme and will be completing their accreditation at the end of this month.

It is dedicated to helping your airport establish itself as a 'stakeholder focused' airport with innovative noise management, and sees this year's Conference and Exhibition as a chance to showcase ENA as well as bringing this unique world's first accreditation scheme to life for delegates.

This robust accreditation will not only reinforce an airport's positive commitment to managing noise, but will also provide a stake in the ground of where the

airport is and gives a roadmap for continuous improvement against best practice initiatives.

This year's conference promises to be a thought provoking couple of days and ENA is really looking forward to hearing from keynote speakers and to throwing a few pertinent questions at the industry leaders!

So, please do visit ENA at Stand 30, where it would be delighted to answer any questions or queries, and to show you how you can establish your airport as a frontrunner in the race for excellence in noise management.

If you would like to leave your business card with ENA it would happily add you to its mailing list for regular updates of ENA.

**Stand 30**



## Keflavik International Airport extends its use of Rhinophalt

Keflavik International Airport (KEF) began using Rhinophalt™ to prolong the life of asphalt surfaces in 2007 and in 2009 it undertook the treatment of

both of its main runways.

Working with the ASI Operations Team, KEF has had an ongoing annual programme of treating additional assets including taxiways, aprons and airside roadways along. In 2010 KEF took the step of becoming self-sufficient, carrying out its own Rhinophalt™ application each year. This year has proved no different and KEF has ordered enough Rhinophalt™ for a further 35,000sqm, and again has protected even more of its asphalt pavements.

In total, since 2007, Keflavik International Airport has preserved almost all of its

asphalt assets, which is over half a million square metres.

ASI recommends that after four to five years, a retreatment of Rhinophalt™ should be considered to further prolong the lifespan of any treated asphalt surface. However, this year, now the originally treated assets are six years old, an inspection at KEF concluded that even the oldest treated surfaces were still in a condition able to withstand at least one further winter. KEF will now look to embark on a retreatment programme next year.

**Stand 2**

## Safety case specialists

East Midlands Airport has recently received full safety approval for the upgrade to its Primary Surveillance Radar as part of the Ofcom / DfT 4G Remediation programme. The safety case for the upgrade was provided by Certisa, which liaised directly with design authority Selex ES on the project.

Ongoing work at East Midlands includes the complete replacement of its Surveillance Data Processing System and the introduc-

tion of Electronic Flight Progress Strips. Certisa has been chosen to develop the safety case and support the safety engineering activities, this time working closely with system provider Avibit.

Guernsey Airport has just completed a major pavement and infrastructure rehabilitation project. The project included the total replacement of all Aerodrome Ground Lighting and a new Control

and Monitoring System. Certisa was chosen to author the safety case and to develop specialist safety assurance documentation for the wide utilisation of LED fixtures, including runway edge, centreline and taxiway services. This involved close cooperation with airport staff, contractor Inviron and equipment manufacturers ADB on the project.

**Stand 3**





## WHEN THE INDUSTRY'S BIGGEST NAMES RELY ON YOU, IT'S EASY TO PULL AHEAD.

With the ability to detect aircraft and targets at all levels while avoiding wind turbine clutter, innovative LightWave Radar from C Speed is taking radar to places it has never been before. The technology is the first to provide air traffic controllers with a clear picture over wind farms – making it a big breakthrough for the industry from one powerful little company. For more information, visit [www.lightwaveradar.com](http://www.lightwaveradar.com)



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## *Bristol Airport*

*Bristol Airport initially bought three Agile 19mm resolution units to assist in their long stay car parks, using the 3G network to communicate car park spacing availability, this proved so successful the airport soon increased their fleet to serve Silver Parking areas, displaying car park speed limits parking availability and weather conditions.*



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## Atkins and airports

For over 50 years Atkins has been helping to create world-class airports. Working with airport owners, airlines, governments, lenders, and construction companies, it provides multi-disciplinary expertise at every stage of a project, from strategic planning through to concept and detailed design.

Atkins believes its main strength lies in a team of individuals with a proven track record of success in the airport sector. This experience, supported by Atkins full range of architectural, design and engineering services, allows it to pursue and achieve excellence.

Atkins' success is built on an in depth knowledge of a sector it is passionate about; it enjoys nothing more than delivering intelligent, cost-effective solutions which are appropriate in a carbon conscious world.

**Stands 23 & 24**



## Large enough to rely on – small enough to care

Wilson James has built an enviable reputation for innovation and quality of service over the last 20 years. Founded on award winning performance in both the security and construction industries, Wilson James offers fully integrated solutions within the aviation sector. Working at the majority of major UK airports it delivers a wide variety of services, including airside chauffeuring, materials screening, airside bussing, secure logistics, passenger screening and covert testing, as well as passenger assistance, queue measurements and passenger screening.

**Stand 4**



## Water and wastewater services

Many businesses are now able to choose their water supplier. Thames Water Commercial Services can take the risk out of the switch. Thames Water has over 400 years of experience of providing the essential water and wastewater services to customers, and is the largest water & wastewater company in the UK.

Any business in Scotland can choose its supplier now, while, at present, businesses in England are able to switch supplier for sites using a reasonable amount of water (at least five million litres per year equivalent to £10,000 pa or that used by a medium-sized hotel).

Get in touch with Thames Water by visiting its website [thamescommercial.co.uk](http://thamescommercial.co.uk) or emailing enquiries@thamescommercial.co.uk.

Stop by the Thames Water stand to learn how the company can help you save money on your water bill.

**Stand 13**

## British Aviation Group

The British Aviation Group (BAG) is the leading representative body for UK companies involved in the airport and aviation development sector. BAG's primary role is to help UK companies win business in airport and aviation developments (in the UK and overseas) and to help foreign clients identify UK suppliers of goods and services that meet their requirements. BAG is recognised and supported by UK government and works closely with UK Trade and Investment.

A full list of members, details of BAG services, events and information on opportunities can be found at [www.britishaviationgroup.co.uk](http://www.britishaviationgroup.co.uk).

**Stand 21**



## Advanced 3D surveillance radar technology

Aveillant, based in Cambridge, UK, is a high technology company providing the most advanced 3D surveillance radar technology available today. Aveillant has developed a non-scanning, near real time 3D Holographic Radar capability that provides continuous full field illumination which dramatically improves the quality and detection of targets compared to current surveillance radars. Its initial focus is on providing a solution to the aviation industry and wind farm developers that completely alleviates the problem that wind turbines cause to Air Traffic Control radar systems. Offering seamless integration into existing radar systems, Holographic Radar provides a near 100% detection rate, and is not affected by terrain or changes to wind farm configurations, and can be deployed remotely for a truly regional solution over extensive areas.

**Stand 22**

## President's Award for VINCI Construction UK Air Division

VINCI Construction UK's Air Division has received the President's Award from the Royal Society for the Prevention of Accidents (RoSPA) in recognition of its outstanding health and safety record in an airport environment.

The President's Award is one of RoSPA's highest accolades and is only presented to businesses that achieve 10 con-

secutive RoSPA Gold Awards, its highest annual award.

The award comes as the Air Division announces excellent health and safety records across all of its projects. In the past five years it has carried out over 30 projects at Heathrow and Gatwick airports, mainly within a live terminal environment and the division's Accident Frequency Rate [AFR] is currently zero.

Jason Griffiths, VINCI Construction UK Air Division Director commented: "This is a fantastic achievement and great recognition of the commitment we give every day to ensuring the highest possible health and safety standards on all of our sites across UK airports."

**Stand 28**



## Elevating customer service

Omniserv Limited, formed in 2004, is the European Division of Air Serv Corporation, a company based in Atlanta USA and the aviation vertical of ABM Industries (NYSE listed) a global provider of facilities management. It provides a range of services to 100 plus airports globally, including the top 30 airports within the USA and 15 airports within the UK. Omniserv is established in the UK market with PRM operations at Heathrow and Glasgow. Its Ambassador hosts programme at Heathrow elevates customer service and the recent acquisition of 'Blackjack Promotions', a market leader in retail management, enables Omniserv to enhance personal shopping, increasing

passenger retail spend through promotions and experiential campaigns. The Group employ over 100,000 and a portfolio of services include:

- Passenger Services (Person with Reduced Mobility, Porter, Ambassador Hosts, Compliance, CUSS & Queue Management)
- Retail (Retail Hosts, Sales Promotions & Experiential Campaigns)

- Aircraft Services (Baggage & Cargo Handling)
- Cleaning (Aircraft & Facilities)
- Security (Airline & Airports)
- Parking & Transportation (Valet, shuttle & bus operations management)
- Facilities Maintenance (Baggage systems, air bridges, snow removal)
- Energy Solutions (Energy saving & renewable solutions)

**Stand 18**




## Electronic and information technologies



Selex ES, a Finmeccanica company, is an international leader in electronic and information technologies for defence systems, aerospace, data, infrastructures, land security and protection and sustainable 'smart' solutions.

The technological innovation and domain knowledge of Selex ES provides airport operators with a single entity of proven expertise to deliver integrated airport solutions that improve efficiency and enhance the passenger experience. Leveraging its capabilities in automation, IT services, security and safety, Selex ES offers solutions in the areas of baggage handling, secure communication, security and air traffic management.

Selex ES partners with its customers to provide specific systems or turnkey solutions that deliver operational effectiveness and guarantee improved performance, reliability, service continuity and efficiency.

Selex ES is a global business with 17,700 employees, revenues in excess of €3.5 billion, main operations in Italy and the UK and a strong footprint in the US, Germany, Turkey, Romania, Brazil, Saudi Arabia and India.

### Stand 16

## TCR: Your GSE business partner

Since 1996, TCR's headquarters have been based in Zaventem – Brussels Airport. TCR is a one-stop-shop for GSE, offering leasing solutions and supply of used airport ground support equipment. TCR is also based in the UK, France, Belgium, The Netherlands, Spain, Ireland, Germany, Norway, and Italy, currently active in 66 airports. TCR employs over 450 people. Its customer base includes major airlines, handling companies, airports and cargo handlers.

### GSE SOLUTIONS

**Rental:** TCR owns 15,000 varied types of motorised and non-motorised ground support equipment (GSE).

**Maintenance and Ramp Services:** TCR's workshops are strategically located airside/landside, where preventive and curative maintenance is carried out.

TCR also has mobile workshops for any urgent breakdowns.

**Fleet Management:** All information on GSE utilisation is collected and managed in the TCR system. This data helps to make informed decisions and to optimise the GSE fleet.

**Operational Leasing** includes: equipment, Fleet Management and R&M.

### Stand 7

## Type III airfield glass beads

Flex-O-Lite is the largest provider of Type III airfield glass beads in the world. Due to their superior retro-reflectivity (1.9 IOR) resulting in the maximum return of light, using Type III glass beads in airfield markings is recommended by ICAO to increase their visibility.

Flex-O-Lite high performance Type III airfield glass beads:

- Improve pilot & vehicle visibility.
- Improve situational awareness.
- Improve aerodrome safety.

Flex-O-Lite recently introduced 'airLINES', a complete airfield marking system designed to comply with ICAO recommendations to prevent runway incursions. airLINES includes high visibility glass beads, high durability paint, application management, and performance guarantees.

Flex-O-Lite's top priority is to help the aviation industry reduce the number of incidents and accidents that occur each year by continually developing products, services and systems designed to enhance aviation safety. To find out more visit [www.flexolite.com](http://www.flexolite.com).

### Stand 17



## Network-based video surveillance solutions

Dallmeier, one of the world's leading providers of products for network-based video surveillance solutions, has more than 25 years experience in the development and manufacture of high quality components and complete solutions for the CCTV/IP sector. Whether it's Panomera, cameras, recorders, storage systems, intelligent video analysis, software or video management, as well as offering stand-alone products, Dallmeier offers complete systems with perfectly integrated components for video

surveillance from a single source.

The multifocal sensor system Panomera® was specially developed for the all-encompassing video surveillance of expansive areas. With Panomera®, huge widths, as well as areas with large distances, can be displayed with a completely new resolution quality, in real time and at high frame rates of up to 30 fps. With Panomera®, a huge area can be surveyed from a single location, ideally suited to airports with Dallmeier's 'runway solution', the resolution can be scaled nearly limitlessly.

### Stand 6



## Comprehensive detection systems

Morpho Detection, Inc. is a leading supplier of explosives, narcotics and chemical, biological, radiological, and nuclear (CBRN) detection systems for government, military, transportation, first responder, critical infrastructure and other high-risk organisations. Morpho Detection integrates computed tomography (CT), Raman Spectroscopy, trace (ITMS™ technology), X-ray and X-ray Diffraction technologies into solutions that can make security activities more accurate, productive and efficient. With

the 2011 acquisition of Syagen Technology, Inc., the Morpho Detection portfolio now includes mass spectrometry products and technology for high-speed molecular analysis for a broad range of chemical analysis applications, ranging from homeland security to pharmaceuticals.

### Stand 20



## NATS selects Thales for air navigation system upgrade

Thales has been selected by NATS to replace 19 x Doppler VHF Omni-directional Range (DVOR) systems in the UK over the next five years. The contract with NATS includes supply, installation, commissioning, civil works and support till 2030.

Tim Bullock, Director of NATS Supply Chain, said: "After carrying out a comprehensive and competitive tender we are pleased to announce that we have contracted Thales UK as the turnkey supplier to deliver the overall solution to meet NATS' requirements for

the DVOR programme."

"This is a major programme and a significant win for Thales," said Kevin Tolcher, General Manager, Air Traffic Management at Thales UK. "This contract once again positions Thales UK as a key provider of systems and solu-

tions for UK air traffic management. We have an excellent working relationship with NATS, and we look forward

to working together to upgrade their navigation equipment."

### Stand 11



## IT systems go: Vanderlande expands its service

In a sign of growing customer demand for IT expertise, Vanderlande Industries UK has set the wheels in motion for two key IT services that will significantly improve baggage handling performance and efficiency across UK airports.

The innovative remote IT management system that Vanderlande launched in April answers the increasing demand for 24/7 highly skilled IT support services. The success of Vanderlande's service, enabling the support of critical, real time IT systems, has resulted in an acceleration of clients from eight to more than 100 in the space of three months.

Provision of successful, specialist baggage IT support is not a new concept for Vanderlande; its delivery of high quality baggage handling support at Heathrow Terminal 5 for the

past six years has helped the terminal to be voted the World's Best Airport Terminal twice by airline customers at the prestigious World Airport Awards.

That extensive experience has also seen the company awarded a multi-million pound contract to expand its world class T5 baggage IT service across the entire Heathrow Airport. The expansion will harmonise Heathrow's baggage IT support and includes management of the IT services, which are key to the successful operation of the automated baggage handling systems. It also includes management of all IT service management processes and active monitoring of associated databases, firmware and infrastructure.

Being in a position to help UK airports improve their baggage handling technology is something



that Vanderlande General Manager Nick Porter relishes: "The solutions that we are developing for customers can be tailored to any airport, regardless of size, and will optimise performance. Continuously improving our customer's competitiveness is the cornerstone upon which we build our relationships."

**Stands 10 & 15**

## Technology in transportation

Applying technology in transportation has always been at the forefront of everything Variable Message Signs Limited manufactures, from standard to bespoke LED signage and rail signal products.

Variable Message Signs Limited is a quality assured company to ISO9001 2008 & TickIT, ISO 14001 and OHSAS 18001 Quality Company, and is a member of the British Parking Association (BPA) and UTMC. It has a track record of over a quarter of a century in supplying driver information signage and we continue to lead the way in the design and manufacture of innovative products for the highways and rail sectors.

The company offers a full range of services to suit individual client requirements from design, manufacture, supply, installation and commissioning of LED driver

information systems and driver feedback signs. These include fully UTMC compliant car park guidance systems, vehicle activated speed and warning signs, full matrix advance warning and information signs in options from a single colour up to and including five individual colours as per EN12966, and a range of tunnel and bridge signs as well as specific air and sea port designed signs.

Variable Message Signs Limited prides itself on offering the highest quality products and levels of customer service.

**Stand 27**



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## HI-SCAN 10080 XCT: The future of automated checked baggage



*With efficient, high speed automatic explosives detection, a dual-energy X-ray line scanner and high resolution 2D and 3D images to make on-screen resolution clearer and easier for operators at Level 2 and Level 3, the HI-SCAN 10080 XCT is the future of automated checked baggage.*

Developed to fulfil the ever-demanding requirements of security authorities, airport operators and integrators, Smith Detection's HI-SCAN 10080 XCT is the future of automated checked baggage, offering efficient, high-speed automatic explosives detection. High resolution 2D and 3D images make on-screen resolution clearer and easier for operators at Level 2 and Level 3; the full colour material discrimination 2D images allow the operator to see the finest detail enabling the quick resolution of alarms, while 3D images permit further investigation on screen, to resolve any remaining issues.

With a dual-energy X-ray line scanner and full 3D volumetric Computed Tomography (CT) imaging and reconstruction, the HI-SCAN 10080 XCT is currently the only system which meets both

TSA laboratory certification and EU Standard 3 approvals that will fulfil airport requirements for a belt speed of 0.5m per second and accept a baggage size of 100x80cm.

Smiths Detection offers advanced security solutions in civil and military markets worldwide, developing and manufacturing government-regulated technology products that help detect and identify explosives; chemical and biological agents; radiological and nuclear threats; weapons; narcotics; and contraband. It is part of Smiths Group, a global leader in applying integrated, advanced technologies to markets in threat and contraband detection, energy, medical devices, communications and engineered components. Smiths Group employs around 23,000 people in more than 50 countries.



## RPS' key role for Monarch

RPS has played a key role in the delivery of the large new state-of-the-art aircraft maintenance facility at Birmingham Airport for the award winning independent aircraft maintenance provider Monarch Aircraft Engineering Ltd (MAEL). The concept design for the 110,000sqft facility was developed by RPS to provide capacity for two Boeing 787 Dreamliners, or other wide body aircraft such as the 777, 747 or Airbus A350. Alternatively, the facility will be large enough to accommodate 10 narrow-body aircraft.

To achieve this, a key component of the hangar structure is the 80 tonne, 4.2m deep 'valley truss' beam, spanning 66m. The facility incorporates approximately 25,000sqft of offices for fleet management, plus specialist workshop space for the inspection and repair of modern composite materials. This state-of-the-art facility is a significant addition to Birmingham Airport's infrastructure.

The RPS specialist Aviation team has been MAEL's Employer's Agent, and through collaborative working with the client and construction team has ensured that delivery was achieved on time for MAEL's growing winter maintenance programme, whilst also meeting very tight budgetary constraints. On reaching Practical Completion on 7 October, Mick Adams, Managing Director of Monarch Aircraft Engineering, confirmed that this was in no small part due to the efforts of RPS Group Plc as well as their own staff, contractor John Sisk and Son Ltd and Birmingham Airport.

## Airport queuing and wayfinding: A crucial part of the passenger experience

There is an ever-increasing level of competition between airport operators as they look to attract an audience of passengers that are expecting more and more from their travel experience. Those responsible for the passenger journey must ensure that from kerb-side right through check-in and boarding, the experience within the airport is consistent and in keeping with the operator's branding. A well thought-out passenger journey which encompasses a number of technologies such as call-forwarding systems, adjustable barriers and digital signage, will help to create a journey that is quick, safe and efficient.

Airports are continuing to

expand their offering to passengers, with top-end retailers and leisure operators fighting it out to hold key commercial space within terminals. Ensuring that the customer journey between shopping units and throughout the entire building does not compromise on quality or service, will be vital in providing an experience to passengers that is good enough for an airport to be viewed as a desirable location in its own right.

"I am seeing continued advancements in technology that will make this job easier and cheaper," said Kevin Hickson, General Manager at Tensator. "Products such as our own Tensator Virtual Assistant Ultra will automatically direct and inform passengers through a digitally projected human image, without impacting on staff resources. This uncompromised consistency of message delivery has now been improved further, with the option of an interactive panel allowing passengers to seek answers to specific enquiries."

*Tensator's Kevin Hickson: "Keeping the overall experience of the individual at the heart of airport design will both ensure that passenger satisfaction levels are high and encourage people to return to the airport in the future."*



## Selex ES's AULOS system recognised for innovation

Thanks to its innovative passive radar AULOS, Selex ES, a Finmeccanica company, was recently awarded the Oscar Masi prize for 'technological innovation for an eco-compatible and sustainable growth' (established by AIRI, the Italian Association for Industrial Research). Selex ES, which was jointly awarded the prize with the company Chemtex, was recognised for the environmental sustainability demonstrated by the AULOS system, considered a technological excellence in the development of sustainable technologies at industrial level.

The prize is annually awarded to the AIRI association member who is particularly distinguished for recent innovation in products, processes, or systems that demonstrate characteristics of creativity and advanced technology. This year, organisations that develop techno-

logically innovative products for sustainable and responsible industry growth were awarded.

AULOS is a PCL (Passive Coherent Locator); a system characterised by the absence of an internal transmitter, which instead uses transmitters found in deployed locations such as FM radio stations and TV digital broadcasters of DVB-T type. This allows the surveillance of airspace while the radar system is not 'seen' because it doesn't produce any signal. By simply exploiting natural electromagnetic energy, the system provides environmentally friendly surveillance and doesn't generate additional electromagnetic pollution. This allows AULOS to operate in and around inhabited areas and, more specifically, urban environments. The design of the system has made it possible to develop a family of sensor, which include a fixed and mobile version.

## Wilson James awarded Children's Play Areas contract at Heathrow

Specialist provider of security and logistics solutions Wilson James has been awarded a prestigious contract to run the Children's Play Areas across all terminals at Heathrow Airport.

This appointment is in addition to a wide variety of services that Wilson James already delivers at Heathrow, which includes some notably unusual contracts such as the airside movement of VIPs for the Windsor Suite and Secure Passenger Screening. Wilson James' experience within the aviation industry includes long standing relationships with the majority of the UK's airport operators, delivering contracts across many areas of operations and construction. This combined with the strength of a highly successful contract at the Museum of Childhood in London providing security trained Activity Assistants, positions

Wilson James with the insight and capability required to make Heathrow's Children's Play Areas another great success.

The world-class team of Heathrow Play Supervisors comprises of carefully selected

and trained individuals. They will ensure that each terminal's play area is clean, well maintained and welcoming for parents and children, and will deliver a comprehensive programme of age appropriate activities.



*Wilson James' long standing experience in the aviation industry, combined with the strength of its highly successful contract with the Museum of Childhood in London, makes the specialist provider of security and logistics solutions the perfect fit for the management of Children's Play Areas at Heathrow Airport.*

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## Hart's growing airport business

Working at King Abdulaziz International Airport, Jeddah, Hart Door Systems has completed delivery of an order for 177 fire and security shutters for the bag-

gage conveyor handling system. The fire shutters, which provide a two-hour fire seal on openings in the firewalls within the terminal, provide two hours duration of the completed assembly. Certified by United Laboratories of the USA who confirm compliance of the complete system to the NFPA80 USA fire standard and that this is a world first.

Hart is also working with a specialist on airport projects in Jordan and has completed a major door project at Baghdad International

Airport. The order was for 16 large fire and security shutters of 8m wide x 4.5 high. The job was delivered in five containers to the port at Basra and then by road to Baghdad. The order destined for the Babylon terminal weighed 30 tonnes and all arrived through this convoluted route without damage.

Other Hart projects include Casablanca International and Dubai International for its baggage handling system. In The UK Hart is active on contracts at Heathrow and Gatwick.

## Daifuku's Baggage Handling Division strengthens its commitment to UK airports



Logan Teleflex's recently appointed UK Sales Director Phil Taylor and Ron Osborne, Director & General Manager. With Taylor's strong background in O&M added to Daifuku's ABH Division's copious portfolio of experience, Logan Teleflex is well positioned to offer Operations and Maintenance service delivery to all major UK and regional airports, and will look to build closer and stronger relationships with them.

World-class baggage systems integrator Logan Teleflex has announced the appointment of Phil Taylor to the role of UK Sales Director, to spearhead a wide-ranging support programme for the individual baggage handling needs of all UK airports.

A well regarded and highly experienced professional in the airports industry, Taylor joins Logan Teleflex – a key part of Daifuku's Airport Baggage Handling (ABH) Division – from Cofely UK, where he was Airport Accounts Director responsible for commercial and business development in Operations and Maintenance (O&M), and built a wealth of knowledge

of all aspects of operating and maintaining baggage handling systems for UK airports.

In his new role he will be part of a Logan Teleflex that includes baggage handling project managers, design personnel and engineers with extensive capability in the design, integration, operation, delivery and maintenance of quality baggage handling system (BHS) solutions.

Commenting on the challenges ahead, Taylor said: "I am delighted to be joining Logan Teleflex at a time when the company is evolving its own infrastructure to further

support the changing needs of UK airports. The O&M service for baggage handling systems has already been perfected by our sister company Daifuku Webb in the US. By drawing on its knowledge and combining it with our own heritage of BHS, we are confident we offer an even greater level of support for airport operators moving forward."

In the midst of rapidly increasing passenger numbers in Britain, Daifuku ABH Division will help UK airports to support increases in passenger bags with its wealth of know how in designing, implementing and operating quality baggage handling solutions.

## Lagan Construction completes £60m Guernsey contract ahead of schedule



At the official opening, Airport Director Colin Le Ray, Gerry Prickett of Public Services, Lagan Construction's Director of International Operations Steve Turner and PSD Minister Paul Luxon.

The official handover of the £60 million contract with Lagan Construction at Guernsey Airport took place on 27 September 2013. With some minor completion activities and re-instatement works now to complete, the project is likely to be completed some seven months ahead of schedule.

The works commenced on site in January 2012 and included the rehabilitation and reconstruction of the existing airfield infrastructure including the runway pavement, aprons and taxiways while maintaining full airfield operations throughout. In addition the airfield ground lighting systems were replaced together with new navigation aids being installed. Site works were carried out 24 hours a day, six days a week on a shift basis.

Steve Turner, Director of International Operations, commented: "The entire team have been working together to overcome significant challenges such as weather and ground

conditions to deliver a high quality project." Everyone at Lagan Construction is extremely proud of what has been achieved on this challenging project.

Around 230,000 tonnes of aggregate were imported to the Island for the project, via a purpose-built dock that included a large storage area for the materials. Around 1,200 tonnes of aggregate per day were then hauled from the storage area to the site using specially modified bulk movement equipment. This operation was a major concern for the Island administration and due to careful planning and community engagement the operation was not only successful but assisted the team's integration within the community.

Asphalt and concrete production plants were established on site to manufacture 140,000 tonnes of Marshall Asphalt and 70,000 tonnes of pavement quality concrete to the stringent airfield specification demanded by the airport.

# BAGGAGE HANDLING SERVICES & SOLUTIONS



Vanderlande Industries is the leading supplier of integrated baggage handling solutions at airports. From check-in to aircraft hold, from arriving flight to reclaim carousel, including related specialist IT services, software solutions, operations and maintenance.



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