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THE AIRPORT OPERATOR

The official magazine of the
Airport Operators Association

WINTER 2012

BIRMINGHAM: INVESTING IN THE REGION'S GLOBAL GATEWAY


THE VOICE OF UK AIRPORTS

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WORLD DUTY
FREE GROUP



Green Apple Awards for Environmental Best Practice

Retail Champions and Champion of Champions 2012
for our work to develop energy modelling and sustainability assessment
as applied to our development at Birmingham Airport.

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*Ed Anderson, Chairman,
Airport Operators Association*

CHAIRMAN'S INTRODUCTION

Welcome to this edition of the Airport Operator. As we reach the end of another busy year, it is a time to reflect on the events of the past 12 months.

The year has seen another change of Secretary of State (the 6th since I became Chairman in 2006) and a new Minister for Aviation, Simon Burns MP, who we were pleased to welcome to our Annual Conference in October. The Government published its draft Aviation Policy Framework, which prompted AOA to prepare our own policy document outlining our proposals on the contents of a truly integrated aviation policy. We presented this document formally to the Minister for Aviation last month. Instead of the call for evidence on hub capacity, which had been expected, the Government set up the Davies Commission to consider airport capacity generally. It will produce an interim report next year with a final report in mid-2015. AOA has welcomed the establishment of the Commission; urged that it press on with its work with all haste; and pressed the major political parties to commit to acting upon its findings. Next year will also see the publication of the final Aviation Policy Framework, which will then form a backdrop for the work of the Davies Commission. The end result of all this is that we may finally have a position on airport capacity for a new Government to take forward in 2015, more than five years after the current Government

declared its opposition to any new runways at Heathrow, Gatwick and Stansted.

We have continued to work closely with our partners in the Sustainable Aviation coalition and we welcomed the publication of their Roadmap on emissions in March, which demonstrated that the industry can grow substantially in the coming years with no significant increase in emissions. We look forward to the publication of SA's Roadmap on noise next year. We also played a leading role in the campaign on Air Passenger Duty mounted by the coalition, A Fair Tax on Flying. This resulted in MPs receiving some 200,000 emails from members of the public demanding a change of policy on APD. We are arguing for HM Treasury to conduct a study of the wider economic impact of APD and, in the meantime, for there to be no further increases in the tax. Despite this public pressure the Chancellor confirmed in the recent Autumn Statement that next April would see further increases in the already eye-wateringly high levels of APD, in line with inflation. We will continue to campaign strongly on this matter.

Despite all the delays in the formulation of government policy on aviation, 2012 can be regarded a successful year for aviation and for the AOA. The industry bodies have worked more closely together than ever before; the AOA has a higher



profile with policy makers; and the national debate has moved on from questioning the benefits of aviation to considering instead where growth should take place.

I wish all our airport members and associates best wishes for the Christmas season and the hope that 2013 may be successful for you all.

SUSTAINABLE AVIATION HOUSE OF COMMONS RECEPTION

More than 100 MPs, Peers and industry stakeholders packed onto the House of Commons Terrace in early December for the latest Sustainable Aviation (SA)

Parliamentary reception.

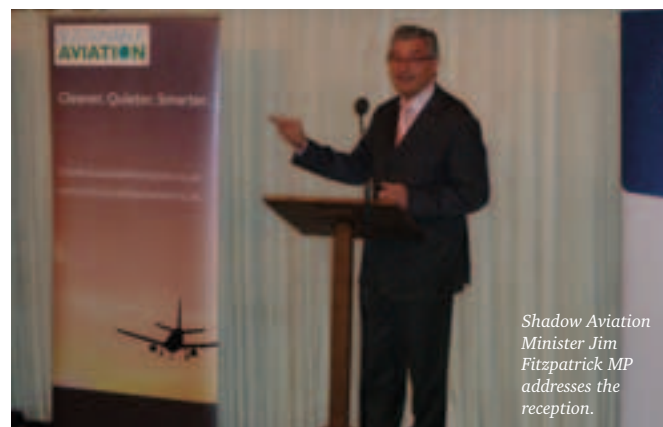
Sponsored by Mark Field, Conservative MP for Cities of London and Westminster, and addressed by both Jim



More than 100 parliamentarians and stakeholders attended the SA Reception in the House of Commons in December.

Fitzpatrick MP, Shadow Minister for Aviation, and Matt Gorman, Chair of Sustainable Aviation, the reception allowed delegates to come together to talk about the progress that has been made over the past 12 months, and plan for the future in tackling the challenges of ensuring cleaner, quieter and smarter flying.

After Mark Field MP had welcomed the attendees to the House of Commons and made a passionate argument in favour of the reception being made an annual event, Matt Gorman spoke about the recent activities of SA. This primarily focused on last March's launch of the SA CO² Roadmap, an impressive piece of work which demonstrates that UK aviation can accommodate substantial growth to 2050 without a large increase in absolute CO² emissions (whilst also supporting the reduction of net CO² emissions to 50% of 2005 levels through internationally agreed carbon trading). Matt also touched upon the forthcoming publication of a separate Noise Roadmap,



Shadow Aviation Minister Jim Fitzpatrick MP addresses the reception.

which is due to be published in March 2013. This map will address how the aviation sector can grow without massively increasing noise contours around UK airports. The map will be launched at a separate event in the House of Commons in March.

Jim Fitzpatrick MP then took to the stage and gave a barnstorming speech in which he paid tribute to SA. He said that sustainability is an issue around which the whole aviation industry can unite, and urged delegates to get behind its efforts to engage with

decision-makers and spread the message that the airports sector is taking important and positive steps to promoting "cleaner, quieter and smarter" travelling. He said that the industry has a tremendous story to tell in terms of its coming together to address this increasingly important issue, and that it is the duty of everyone – from airlines to airports – to promote this achievement as loudly and as passionately as possible. If it failed to do so, he warned, its enemies would not hesitate to take advantage in undermining it.

THE AOA AT THE TRANSPORT SELECT COMMITTEE

By Darren Caplan, Chief Executive of the AOA

As many of you will know, the House of Commons Transport Select Committee has been holding a number of evidence sessions as part of its current inquiry into the Government's aviation policy. The AOA was asked to provide evidence as part of this process. Never one to miss an opportunity to put across the views of our members to key national decision makers, I dutifully went along to Westminster's Portcullis House on 10 December to give evidence, appearing alongside Derek Provan, Graeme Mason and Craig Richmond from Aberdeen Airport, Newcastle

Airport and Peel Airports respectively.

The occasion gave me a great opportunity to place on the parliamentary record our position on a range of issues related to current aviation policy, from Air Passenger Duty (APD) to point-to-point and hub connectivity.

On APD, I told the Committee that putting an end to increases in the tax would represent the "single biggest thing" that the Government could do to help UK airports. I was joined in this argument by the representatives from Aberdeen, Newcastle

and Peel, who all agreed that APD was the number one obstacle to higher growth and passenger numbers at their respective airports. This is a message which the Committee heard time and time again from both airports and airlines over the course of its evidence sessions, and it's great to see the industry speaking with one voice on this issue. Let's hope that this unity is rewarded with a favourable chapter on APD in the Committee's report!

On overall policy, I suggested that rather than the aviation sector lobbying politicians, the Government and policy makers



AOA Chief Executive Darren Caplan giving evidence to the Transport Select Committee.

should be lobbying us to deliver the connectivity that they need to create jobs and growth!

Overall, I was grateful for the

opportunity to give evidence in front of the Committee, and I look forward to reading the report when it is published in late February or early March.

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AOA ANNUAL DINNER 2013

Next year's prestigious AOA Annual Dinner takes place on Tuesday 5 March 2013. The venue, once again, is the renowned Grosvenor House Hotel.

■ The 'black tie' event is the largest annual aviation dinner in Europe. Regarded as one of the principal events on the aviation calendar, it is again expected to attract around 1,000 guests, covering the entire spectrum of the aviation industry.

Tim Vine, most recently seen in the BBC

Series 'Not Going Out', will provide the after dinner entertainment.

With places always in high demand, early reservation is essential for those wishing to attend. AOA Members that would like to book a table or seat should contact **Rachel Dorban** at racheldorban@aoa.org.uk for further details and booking forms.

AOA CALENDAR OF EVENTS 2013

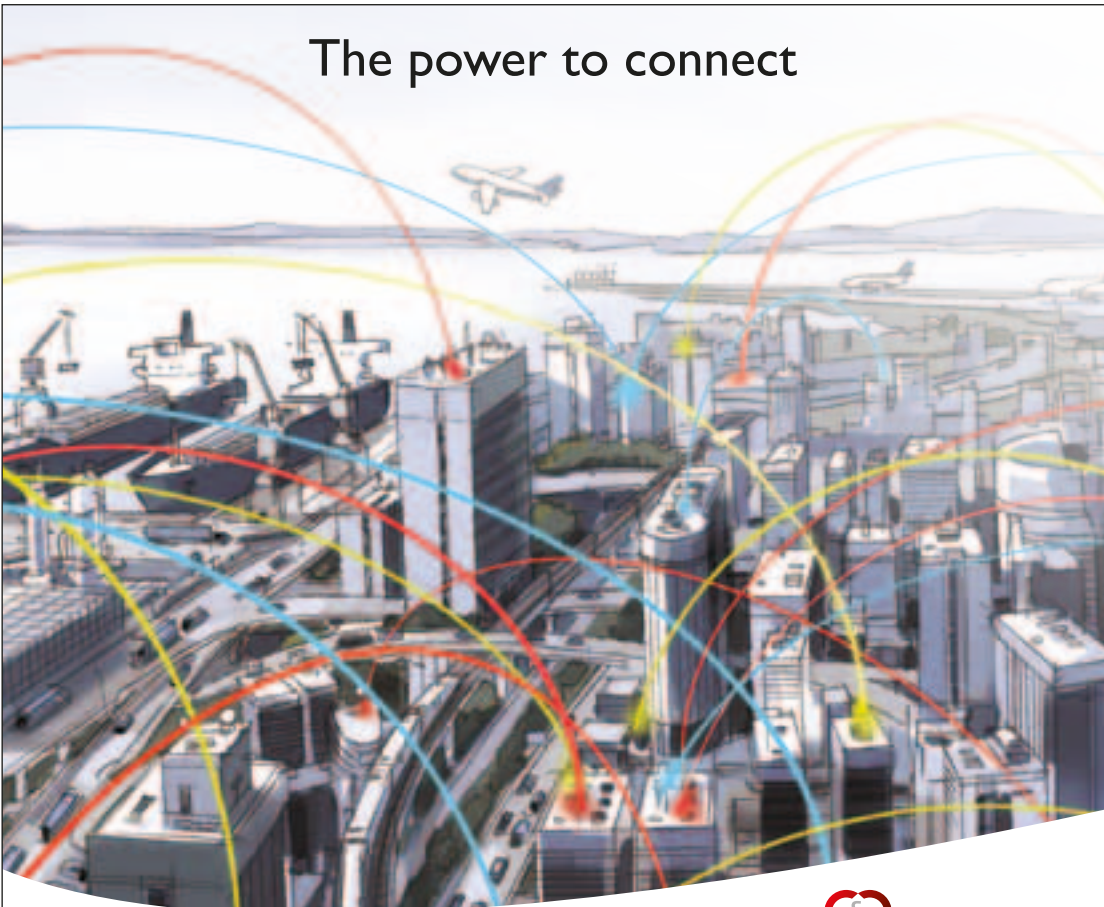
- 26 FEBRUARY Scotland Regional Roundtable, Edinburgh *
- 5 MARCH AOA Annual Dinner
- MID-APRIL (tbc) Environment Conference
- 13-14 MAY Security Conference
- 25-26 JUNE Operations & Safety Conference
- 4 JUNE Chairman's Lunch (Corporates only)
- 18 JUNE Summer Reception in Westminster
- 11 OCTOBER North West Regional Roundtable, Manchester *
- 21-22 OCTOBER AOA Annual Conference & Exhibition
- 15 NOVEMBER Midlands Regional Roundtable, Birmingham *
- NOVEMBER (tbc) Brussels event (tbc)
- 12 DECEMBER AOA Christmas Drinks (tbc)
- 16 DECEMBER Corporate & Silver Sponsors Lunch *

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Tim Vine, most recently seen in the BBC Series 'Not Going Out', will provide the after dinner entertainment at next year's AOA Annual Dinner.

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THE AOA IN BRUSSELS

The AOA visited Brussels in late November with members including Bristol, Heathrow and Manchester Airports Group to meet with EU politicians and stakeholders. The primary focus of the visit was to learn more about how the institutions of the EU function and liaise with each other, but we also used the occasion to talk extensively about the Airports Package, which is currently making its way through the EU legislative process.

The main elements of the Airports Package are primarily concerned with ground-handling, noise and airport slots. This is what the Package has to say about all three:

GROUND-HANDLING

- Airports could have a stronger role in coordinating ground-handling operations carried out by different service providers in order to improve quality.
- The number of service providers would be

increased at larger airports in order to give airlines a greater choice of ground-handling companies.

- National governments will be able to protect the working conditions of ground-handling staff when an airline chooses a new provider or during a transfer of ownership.

NOISE

- There will be more transparency in the process of setting noise-related restrictions at airports.



02

- Existing legislation will be updated in line with technological developments to make it easier for authorities to phase-out the noisiest aircraft.
- Addressing noise at airports to protect local residents will need to be done effectively, in line with international guidelines set by UN body, the International Civil Aviation Organisation (ICAO).

SLOTS

- Stricter conditions could be applied on an airport-

by-airport basis on the use of slots, to ensure airlines make best use of the slots they are allocated.

- Secondary trading of slots would be formally permitted, enabling airlines to sell slots they cannot use to other airlines than can.
- A fine could be applied to those airlines that do not use their slots responsibly or efficiently, or hand their unwanted slots back to the independent coordinator in time for

other airlines to use them.

Together with ACI EUROPE – the sister trade organisation in Brussels – we have been broadly supportive of the measures on balance, believing that both airports and passengers would gain from some of the reforms put forward.

GROUND-HANDLING

However, one third of the Package is currently in huge danger of being rejected following the surprise decision by German and Austrian MEPs on the European Parliament's



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AOA Chief Executive Darren Caplan pictured with Jacqueline Foster MEP and Philip Bradbourn MEP.



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One-third of the Package is currently in huge danger of being rejected following the surprise decision by German and Austrian MEPs on the European Parliament's Transport Committee to vote against the ground-handling proposals, on the basis that further liberalisation represents an assault on jobs.

03
The European Parliament (both the Transport Committee and the Plenary) did manage to reach an agreement on the proposals related to slots and noise. As a result, the Council of the European Union will now be asked to agree to the legislative text which was passed by the Parliament and, once this has taken place, the process will come to an end.

Transport Committee to vote against the ground-handling proposals, on the basis that further liberalisation represents an assault on jobs. Following this major setback, a separate vote was held, on 12 December, in the Plenary of the European Parliament – essentially, a meeting of the whole Parliament – to see if agreement could be reached on the proposals there. This was also lost. At the Plenary, a decision was taken to refer the Package back to the Transport Committee, meaning

that the Committee will now have to restart negotiations afresh and try to come to some sort of consensus that its members can live with.

SLOTS AND NOISE

Whilst all this was taking place, the European Parliament (both the Transport Committee and the Plenary) did manage to reach an agreement on the proposals related to slots and noise. As a result, the Council of the European Union will now be asked to agree to the legislative text which was



06

passed by the Parliament and, once this has taken place, the process will come to an end. The proposals will then enter into law. It should, however, be noted that Siim Kallas, European Commission Vice-President and Commissioner for Transport, has threatened to withdraw the entire Package – that is, all three proposals

– if MEPs finally reject the ground-handling proposal. Should this happen, current EU rules for airport slots, noise, and ground-handling would remain unchanged in the short to medium-term.

BRUSSELS MEETINGS

In terms of the trip to Brussels, the AOA was delighted with

how the day progressed. We had a fascinating meeting with Emmanuelle Maire, Head of the Internal Market and Airports Unit in the European Commission, primarily about the Airports Package, and also attended an evening Reception, hosted by Jacqueline Foster MEP, Member for the North-West region and Conservative Spokesperson for Transport in the European Parliament, on aviation issues in general. We agreed to work with Jacqueline, and other UK MEPs with a strong interest in aviation, such as Philip Bradbourn, member of the Transport Committee and author of a recent report on UK point-to-point airports, on areas such as Air Passenger Duty (APD) and connectivity at UK airports in the coming months. The AOA would like to organise these trips on an annual basis, subject to demand, so for more information or to register your interest in attending subsequent trips, please contact AOA Public Affairs and PR Manager, Tim Alderslade, via tim.alderslade@aoa.org.uk or 020 740 0992.



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At the Plenary, a decision was taken to refer the Package back to the Transport Committee, meaning that the Committee will now have to restart negotiations from afresh and try to come to some sort of consensus its members can live with.

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On balance, AOA has been broadly supportive of the measures on slots, believing that both airports and passengers would gain from some of the reforms put forward.

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Under the proposals on noise contained within the Airports Package, there will be more transparency in the process of setting noise-related restrictions at airports.



BIRMINGHAM RUNWAY EXTENSION TO ENHANCE CONNECTIVITY AND CAPACITY

Birmingham Airport has a dynamic growth strategy. The significant investment in the airport's infrastructure continues, with the runway extension development underway, alongside fit-out of the new Air Traffic Control tower. Paul Kehoe, CEO, and Will Heynes, Development Director, outlined the airport's ambitious plans to Ross Falconer.

Birmingham Airport has enjoyed sustainable growth in passenger numbers throughout 2012. Figures for August show a notable increase of +9% to more than one million passengers; it was a growth rate higher than any other UK airport and demonstrates strong demand to fly from Birmingham. The airport will handle over nine million passengers this year. Significant success has been seen in the scheduled market, in which airlines such as Lufthansa have shown double-digit growth. Lufthansa currently serves five destinations in Germany from Birmingham, the most recent being Berlin, which was launched in June. Kehoe explained that the proportion of business traffic from Birmingham has increased from 20% to 27%, which is

indicative of its position at the centre of UK manufacturing.

The City of Birmingham is home to more than 42,000 companies, including 900 international businesses, and is at the centre of a £94 billion regional economy. The airport itself is an engine of economic development and has the potential to further increase economic activity by providing services to new markets. Indeed, Kehoe explained that there is overwhelming demand for extra capacity from companies including Jaguar Land Rover, JCB, Shanghai Automotive and Rolls-Royce.

Birmingham Airport clearly has an important role to play in future UK airport strategy, and its infrastructure investments put it in a strong position to capitalise on this. £260 million



has been invested in the airport over the past ten years, and a further £100 million is committed to future development plans. "We're repositioning ourselves

and we've invested very wisely. We built the International Pier to replace our old pier, and we also merged the two terminals into one facility, which has

improved passenger flows," commented Kehoe. "Combining the two terminals has given us enormous flexibility. It has also means all passengers are

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Birmingham Airport CEO Paul Kehoe explained that the airport's Control Centre combines the separate control centres of its engineering, baggage, terminal management, security and airfield operations.

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The 405m runway extension is scheduled to open in early 2014 and will increase the runway length to 3,003m.



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exposed to the same retail offer, which has had the effect of increasing retail sales by +20%.”

RUNWAY EXTENSION

The runway extension works are

estimated to cost £33 million, which will be wholly funded by the Airport Company. The 405m extension – scheduled to open in early 2014 – will increase the runway length

to 3,003m. Importantly, this will enable aircraft to take off with more fuel and fly direct to destinations that are currently out of reach, such as China, South America, South Africa and the west coast of the US.

Kehoe explained: “The strong economic profile of the Midlands means that businesses are crying out for direct connectivity from their local airport, so it makes no sense that 3.3 million passengers from the West Midlands last year flew from airports in the South East.”

Another important factor for the airport is High Speed Rail, which will make flying from Birmingham easier than ever for millions of passengers. Ultimately, the airport will be within an hour of 50% of the UK population; journey times to the West London Interchange station will be just 31 minutes. “HS2 is not just about connection between Birmingham and London, it’s a high-speed network for the country. Not only will we be just 31 minutes from London, we’ll also be only 45 minutes from Glasgow and Edinburgh,” commented Kehoe.

Current spare capacity means Birmingham Airport could accommodate a doubling of passenger numbers to 18 million today, while the runway extension will allow it to handle 36 million in future years.

“There is route opportunity out there. One of the games we can’t play at the moment is ultra long-haul, but the runway extension gives us the opportunity of adding about 2,000 nautical miles. From Birmingham, that takes you just about everywhere you need to go – Tokyo, Beijing, Shanghai, Hong Kong, Bangkok and Singapore will all come within reach,” said Kehoe. “We are mainly looking eastbound, as that’s where we are seeing the growth and the demand.



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Birmingham Airport Development Director Will Heynes: “In 18 months time we will have a completely refurbished airfield, a 3,003m runway, with the capability of adding more on to that, and a completely new suite of ATC facilities and navigation aids.”

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Construction of the new £10 million Air Traffic Control tower is complete, and the two-year project is now in its final phase, with work underway on installing state-of-the-art specialist avionics equipment.

World Duty Free Group wins Green Apple Environment Award 2012

World Duty Free Group has won a Green Apple Award for its pioneering development of an energy assessment model for concession based retail organisations. The company is committed to making its stores more energy efficient, and has developed a unique new model for assessing energy consumption in these kinds of stores, from the design stage, right through to post occupancy and store operation.

The case study used for the Green Apple Awards was World Duty Free Group’s walkthrough tax and duty free store at Birmingham Airport. The project, framed around the energy efficiency of the mechanical and electrical systems, over achieved its objectives. The 2,100sqm space was 54% more energy efficient than the previous store and will save £27,000 per year in energy costs.

Andy Smith, Senior Construction and Design Manager at World Duty Free Group, said: “Working in collaboration and partnership with Birmingham Airport was key to the success of this project because, as concessionaires, we have little influence or control over the base building provisions. There was a real willingness from the airport team to work with us to achieve a single goal of a more energy efficient store. The final result is a cool, bold, bright store environment which is a welcoming, comfortable and efficient space for customers and staff alike.”

Richard Gill, Head of Market Development at Birmingham Airport, added: “World Duty Free Group has unrivalled expertise in travel retail and we had confidence in their ability to deliver this more sustainable model of operation. For us, this project represented a positive move towards reduction in overall energy consumption and a clear contribution to our carbon reduction commitments.”



Richard Gill, Head of Market Development at Birmingham Airport: “World Duty Free Group has unrivalled expertise in travel retail and we had confidence in their ability to deliver this more sustainable model of operation.”

We'd also ideally like a Chicago service; there is significant trade between the two cities and Chicago has phenomenal connections." In addition, the two cities are twinned, and in August, Birmingham Airport and Chicago O'Hare International

became 'sister airports' to formalise a working relationship.

The runway extension is being undertaken in conjunction with the A45 Transport Corridor Improvement Scheme due to the close proximity and

timeframes of the projects. Heynes explained: "The way we've designed the scheme is that the A45 works are outside the airfield boundary. This work will take place between now and next June, and will have a very limited impact on the airport. All of that work will take place without impacting on the day-to-day operation of the airfield, other than limitations on the ILS systems, which will have to be reduced in capability to allow the contractor to build closer and closer to the existing pavement."

A period of night-time closures will take place next winter, with the runway closed for five nights per week from 23:00 to 06:00, while the runway is resurfaced. "In 18 months time we will have a completely refurbished airfield, a 3,003m runway, with the capability of adding more on to that, and a completely new suite of ATC facilities and navigation aids," commented Heynes.

Safeskys accredited as an ANSP

Formed in 1993, Safeskys, the world's largest provider of Airport Bird Control Services, has now been accredited by the UK CAA as an Air Navigation Service Provider (ANSP). Safeskys is the only privately owned ANSP in the UK, and with this enhanced status is looking forward to a programme of expansion. Safeskys is now able to offer UK airports turnkey Air Traffic Control services at prices which other ANSPs cannot match, and suggests that Commercial Directors should compare Safeskys costs with other providers. All Safeskys services are regulated by the CAA Safety Regulation Group. With almost 20 years of experience in the provision of Air Traffic Control and Bird Control Services to 68 European airports, Safeskys is an acknowledged expert in these fields and is able to offer:

- Air Traffic Control Services: Provision of Air Traffic Control Officers;
- Air Traffic Control Engineering Services;
- Bird Control Training for OPS/Rescue & Fire Fighting Services staff: Safeskys can train staff at your airport or in its college on two-day specialist courses;
- ICAO 13km bird hazard surveys: Initial surveys and annual checks of all sites which attract birds. Safeskys can propose measures to remove attractants;
- Set up of a Bird Control Unit (BCU): Safeskys can set up a dedicated BCU on your airport and manage your bird control effectively using local staff.



Express lane kiosks arrive at Birmingham Airport

Birmingham International Airport is introducing an express lane for its passengers to improve efficiency and save time, using Protouch kiosks. The international airport, which sees nine million travellers pass through every year, has chosen Protouch's Xen X6 kiosks to take advantage of a premium express lane and priority processing.

With locations across the world that passengers can fly off to including Dubai, Amsterdam, Paris and Frankfurt, its new kiosk features a 19-inch touch screen, chip and pin, coin and note acceptor, change dispenser and receipt printer with a branded laminate.

The units will give passengers the choice whether to be processed as normal or to buy a priority pass from the kiosk.

Tom Quarry, Protouch's Managing Director, said: "We are really excited to be involved in Birmingham Airport's express lane introduction. It is great to see our touch screen kiosks working so well within the project by improving the airport's operations and enhancing its passengers' experience."



Birmingham Airport has chosen Protouch's Xen X6 kiosks to take advantage of a premium express lane and priority processing.

05

Birmingham Airport was one of the first to introduce a virtual assistant. 'Lucy' sits at the security entrance to give passengers security information and help simplify instructions before they get to the front of the queue.

WITH LIGHTWAVE RADAR FROM C SPEED, THE PICTURE IS BECOMING CLEARER

When the United Kingdom's major aviation stakeholders, including major airport operators, orchestrated a test of wind turbine clutter mitigating radar in June 2012, they selected only one company – C Speed, an innovative designer and manufacturer of state-of-the-art, high-performance radar technology based in Liverpool, New York, U.S.A. This test, the mitigation of the Whitelee Windfarm in Scotland, was deemed successful as these major aviation stakeholders witnessed live demonstrations of very small radar cross-section aircraft, ultralights, being flown over the wind farm.

It was the most recent acknowledgement of C Speed's LightWave Radar technology, an S-band solid-state primary surveillance radar system for wind turbine mitigation. Earlier in 2012, C Speed was one of three companies selected to participate in a three-week-long test for the U.S. Departments of Energy, Defense, Homeland Security and Transportation.

C Speed has also installed its LightWave Radar for testing and certification at Glasgow Prestwick Airport, which is located in the United Kingdom. This effort will focus on integrating LightWave Radar technology into the airport's

Advertisement



LightWave Radar installed at Glasgow Prestwick Airport for pre-certification testing

ATM system now that independent testing has proven LightWave's mitigation capability and CAP 670 compliance. The most influential names in worldwide aviation are taking notice of the capabilities of C Speed and its LightWave Radar.

THE WIND TURBINE – A UNIQUE CLUTTER GENERATOR

Historically, the development of wind farms that produce clean, sustainable energy has been hindered near airports and other radar-monitored areas by the inability of radar to correctly differentiate aircraft from wind turbines. These large structures have parts that move at different velocities and vary their angle of reflection as the wind direction changes, causing complex clutter patterns on traditional radar displays. C Speed developed LightWave specifically for the purpose of deciphering the

unique clutter generated by wind turbines. Using a high pulse repetition frequency (PRF), LightWave observes the aircraft's velocity attributes and identifies and differentiates it from the wind turbine, without depending on less reliable probability modeling. LightWave is configured with a proprietary adaptive algorithm set that mitigates the turbine clutter and provides air traffic controllers with a clean air picture over the wind farm.

LightWave operates on S-band frequency, providing both consistency with existing technology and effective performance in adverse weather conditions. When installed alongside an airport's existing primary radar equipment, LightWave can monitor entire regions, even those that include multiple wind farms.

A RENEWABLE ENERGY SOLUTION

LightWave's ability to provide a clear air picture means airport operators who partner with C Speed need not be concerned about wind farm development nearby. In fact, negotiations with wind farm developers on equipment, repair and airspace leasing costs make LightWave a part of a cost-neutral strategy that allows airport operators to lead the push in promoting renewable energy. LightWave is an affordable solution for wind turbine mitigation that allows airports and wind farms to coexist. Turn to LightWave, and help the winds of change blow in. For more information, visit www.lightwaveradar.com.



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AIR TRAFFIC CONTROL TOWER

Construction of the new £10 million Air Traffic Control tower is complete, and the two-year project is now in its final phase. Work is underway on installing state-of-the-art specialist avionics equipment. Heynes explained that the fit-out means the tower will boast cutting-edge radar and navigation equipment, including a completely digital environment for controllers, enhancing the ATC system

with real-time information and functionality. The stunning new facility stands 33m high, providing a better view across the airfield, as well as allowing air traffic controllers to see the end of the extended runway.

“The new ATC tower is an incredibly cost-effective project. The total cost is £10 million – £5 million on the building itself and another £5 million on the latest state-of-the-art operating environment, including the

new electronic flight strip model. We’ve also got a brand new radar that will come into operation in the early part of 2013. When those two things are combined, we’ll have one of the most modern ATC facilities in the country,” said Heynes.

In another significant development, Monarch Aircraft Engineering is to build a state-of-the-art maintenance facility at Birmingham Airport. The 110,000 sq ft facility will be operational by the end of 2013, creating up to 300 jobs for the region. Heynes explained that the airport was able to demonstrate the ability to procure a hangar for Monarch at a lower cost than perhaps anywhere else in the country. “That commercial advantage we’ve been able to generate will then impact on our ability to grow our business, because having a long-term maintenance base of that scale and importance is vital to our market,” he added.

ENVIRONMENTAL COMMITMENT

Birmingham Airport is committed to minimising the environmental impact of its operations. It operates a proactive mitigation programme, covering noise reduction, surface access, air quality, and water and carbon management. A Historic Environment, Ecology and Landscape Management Plan has also been agreed to offset the effects of the runway extension. This includes planting 1,620 trees, 5.1km of hedgerows, and creating more than 40ha of grassland. Additionally, in every year until 2034, £10,000 will be donated to local tree planting and woodland creation schemes. Heynes explained that, overall, the airport is contributing nearly £500,000 a year into the local communities in terms of environmental contributions – through support for schools, community outreach programmes, landscaping and ecological improvement measures.

VolkerFitzpatrick Colas Joint Venture



Birmingham Airport’s 405m operational runway extension is being constructed by the VolkerFitzpatrick Colas Joint Venture.

Birmingham Airport’s 405m operational runway extension is being constructed by the VolkerFitzpatrick Colas Joint Venture, which is also building the adjacent A45 road improvement project for Birmingham City Council and Solihull Metropolitan Borough Council. The two schemes are being run as one construction contract to generate savings that make both projects more cost efficient, and because the road diversion creates the land for the runway extension, so is right on the critical path of the airport job.

“We didn’t want to pay two sets of overheads, prelims, management and design costs in order to price the jobs,” explained Birmingham Airport Development Director Will Heynes. “And there were clear programme linkages. You could see the relationship of the road and the airfield would have an impact on the way the projects worked and we wanted to avoid any unnecessary programme constraints, clashes and contractual pitfalls.”

The biggest saving has come by taking spoil from the road and using it on the airfield as structural fill for the runway and bunds. “We are digging out 300,000m³ of clay for the road,” explained VCJV Project Director Chris Sedman. “If we hadn’t been able to reuse the spoil on the airport project we would have been taking around 250,000m³ off site for disposal.”

He and Mr Heynes estimate that would have generated a bill of £3 million, and the lorry movements needed would have created a problem in gaining planning permission.

VolkerFitzpatrick and Colas are among the country’s leading airfield contractors, and combined with Colas’ runway resurfacing expertise were an attractive joint venture to employ. “We liked that we were employing a JV that would not subcontract the work,” Mr Heynes said.

Located at the heart of the country and at the centre of UK manufacturing, Birmingham Airport is an engine of economic development and its connectivity and available capacity provide significant opportunities for further

growth. The runway extension will serve to enhance these opportunities even further and, coupled with developments such as the new ATC tower, means these are certainly exciting times for Birmingham Airport.



07

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Birmingham Airport’s innovations to enhance the passenger experience include self-service check-in and bag drop.

07

This summer, Birmingham Airport unveiled the Olympic Rings on its Air Traffic Control tower as part of its celebrations for the London 2012 Games. The Jamaican and US Track and Field teams trained in Birmingham prior to the Games, while the neighbouring city of Coventry hosted several football matches.

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AOA ANNUAL CONFERENCE & EXHIBITION 2012



Maria Eagle MP, Shadow Secretary of State for Transport, delivered at Keynote Address, in which she claimed to "never have known a time when the reputation of the Department for Transport was so low".

This year's AOA Annual Conference & Exhibition was held at the London Hilton Metropole on 22 and 23 October. The conference featured a broad range of high-level speakers and was complemented by a busy exhibition, in which many of the industry's leading suppliers showcased the latest innovations in equipment, technology and services. The event was delivered in partnership with: Lafarge, Redline Aviation Security, SELEX Systems Integration, Siemens, SITA, Thales and Vanderlande. Magdalena Fas reports.

The AOA Annual Conference & Exhibition provided an effective forum to discuss the challenges and opportunities currently facing the UK airports sector. A strong line-up of speakers and a high level of debate were evident.

Sessions focused on: 'Sustainable Framework for UK Aviation'; 'Promoting Regional Development'; 'Better Airports'; and 'Connecting with Emerging Markets', while the event concluded with the 'Industry Leaders Question Time'.



"London Heathrow is not a real hub, only a third of passengers transfer," said Jim French, Flybe's CEO, while lobbying for his dream airport model. "I'd rather have 40 new security check-points than 40 check-in desks at the airport. We want our passengers to check-in and print their bag tags at home, and then go straight to security. We have to take away the hassle factor."



Emirates' President Tim Clark: "At Emirates, we see the growth pressure that comes from CIS, Africa and South America, now – during the slow-down. When the European economies re-bounce, demand will come from everywhere, but the UK will miss out on this great opportunity, if nothing is actually done about airport capacity. Watch this space."



During the second conference day, Dubai Airport's CEO Paul Griffiths pictured the somewhat distinct reality of airport development in the UAE: "There are obvious benefits of having the same government for several decades, as airport planning decisions tend to be politically toxic. Forward planning is the key aspect."



Nigel Milton, BAA's Director of Policy & Political Relations (pictured left), commented: "Over half of the airlines we surveyed set up routes to other EU hubs because of a lack of slots at Heathrow. 86% claim they will open new routes to the UK only if slots at Heathrow become available. The UK needs more hub capacity."



William McGillivray, Gatwick Airport's Product Development Director, said: "Vast way-finding research is being undertaken at Gatwick Airport so that we know what customers want next, not what went wrong in the past." Susan Parsons, ABTA's Manager Trade Relations; and Iain Osborne, CAA's Group Director Regulatory Policy, joined McGillivray in the discussion on 'Better Airports'.



Rt. Hon Simon Burns MP, Minister of State for Transport, delivered the opening Keynote Address, in which he committed to implementing the findings of the Davies Commission on airport connectivity when it's ready in 2015.



John Holland-Kaye, BAA's Development Director, said: "No company has the means to commission expertise if no definite policy is laid out. BAA does not want a third runway, we want a decision, whatever it will be."



Paul Kehoe, CEO of Birmingham Airport, said: "The UK government has a particular sense of geography, with little left outside of the M25. The fact is, manufacturing is coming home, and direct long-haul services are increasingly viable from the regions."



David Rowlands, Chairman, Gatwick Airport, delivered the Keynote Address on the second morning of the conference. He commented: "There is no immediate capacity crisis anywhere in the UK, but the crunch will come sometime in the next decade."



Newcastle International was recognised as the 'Best Airport with up to 6 million passengers'.



Manchester Airport took home the award for 'Best Airport with over 6 million passengers'.



Sywell Aerodrome was named 'Best General Aviation Airport'.



Pascall + Watson was named 'Best Consultancy'.

AOA ANNUAL AWARDS 2012

The centrepiece of the Conference Dinner was the AOA Annual Awards ceremony. The black tie event was attended by some 300 delegates from across the industry and related business, and attracted record numbers of Managing Directors and senior level delegates. Attendees visited sponsor and exhibitor stands prior to the ceremony itself.



Thales UK was recognised as 'Best Manufacturer'.



The 'Best Innovator' award went to Human Recognition Systems.



NATS received the award for 'Best Environmental Initiative'.



Siemens was named 'Best Service Provider'.



Vanderlande was given the award for 'Best Exhibition Stand'.



The 'Best Business Partner' award went to AMEY.

AWARD WINNERS

Best Airport with up to 6 million passengers

Newcastle International Airport

Best Airport with over 6 million passengers

Manchester Airport

Best General Aviation Airport

Sywell Aerodrome

Best Consultancy

Pascall + Watson

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SELF-SERVICE BAG DROP: STREAMLINING THE CHECK-IN PROCESS

A new technological innovation that promises to enhance the passenger experience and streamline the check-in process is self-service bag drop. Ross Falconer reports.

The 'self-service bag drop' process enables passengers to check in at a kiosk, generate and attach their own bag tags before placing their luggage onto the automated bag drop facility. London Heathrow and Qantas are undertaking a trial of the innovative check-in technology in the airport's Terminal 3. Throughout the trial, members of staff are on hand to support passengers throughout the check-in and bag drop process. Meanwhile, Qantas continues to

provide alternative check-in options.

The facility is expected to be particularly popular with the 30 million business travellers that use Heathrow each year. The technology provides a unique level of control for those passengers seeking more efficient ways of improving the travel experience.

Kathryn Leahy, Heathrow's Terminal 3 Director, commented: "This is an important step

on our ongoing journey to provide the latest in travel technology to our passengers at Heathrow. We know our passengers are quick to adopt new technology and embrace the idea of having more control over their travel experience."

Eric Jelinek, Regional General Manager for Qantas UK/I, added: "We are pleased to be able to offer our customers this new self-service bag drop system at Heathrow Airport. The addition will further streamline the

check-in process for passengers and at the same time help to ease congestion during busy periods. At Qantas Airways we remain committed to providing our passengers with a premium level of service, with other offerings such as online check-in and seat selection helping to make travel more enjoyable."

PASSENGER ENHANCEMENTS

London Heathrow is making airport-wide investments in its facilities, and has unveiled the latest stage of the regeneration

of Terminal 4. An innovative ceiling in the international departure lounge uses more than 800 LED lights, which are capable of creating over 16 million colours, to create a unique ambience. Designed to mimic natural changes in daylight, the ceiling is part of a £25 million regeneration project at Terminal 4. Since 2010, other improvements to Terminal 4 have been made to make the passenger journey better, including more than 100 extra check-in desks, replacing more



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Phyllis Tarrant and Anita Leckenby flying to Sydney were the first passengers to use the facility and were given shopping vouchers, as well as having their seats upgraded. After cutting the ceremonial ribbon, Anita said: "The self-service bag drop is a brilliant idea, it will make checking-in so much easier. I'm looking forward to having more time to do some shopping."

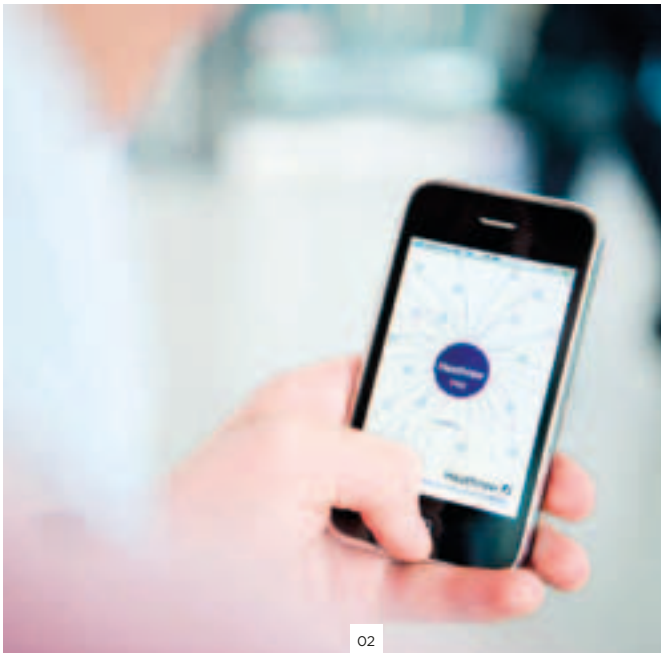


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than 2,000 seats, and upgrades to the departure gates, security search areas and passenger signs. Terminal 4 Operations Director Tom Willis said: "This impressive and innovative ceiling is another demonstration of how we're improving the facilities for our passengers and airline partners. It will change the atmosphere of Terminal 4 and help us to continue to make journeys better."

In another initiative to enhance the passenger experience,

Heathrow has announced a partnership between Apple's Passbook and the airport's WorldPoints passenger rewards programme. The move – a first in a European multi-retailer environment – allows passengers to store their Heathrow loyalty card and access current retail offers and coupons all in one place. Promotions and discounts will appear on the device screen throughout the customer's travel through the airport at the relevant stages of their journey. Heathrow's Passbook content,



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01 Heathrow's regeneration of Terminal 4 includes an innovative ceiling in the international departure lounge that uses more than 800 LED lights, which are capable of creating over 16 million colours, to create a unique ambience.

02 In another initiative to enhance the passenger experience, Heathrow has announced a partnership between Apple's Passbook and the airport's WorldPoints passenger rewards programme.

Making baggage check-in faster and more cost-effective

Airports are rapidly moving towards Self Bag Drop points to receive passengers' hold baggage, in order to save time, reduce labour costs, improve the passenger experience and optimise space utilisation in existing terminal buildings. Many airports are now running pilots to find the right concept, test acceptance and find the optimum ratio of conventional check-in desks to Self Bag Drop points. But it's already clear that there is no one solution that works in every situation. For baggage handling system integrator Vanderlande Industries, that's a reason to focus on individual airport needs rather than rely on a 'one-size-fits-all' approach.

"We've seen a wide range of Self Bag Drop concepts emerge in the past couple of years," said Peter Hoefkens, Business Development Manager for baggage handling at Vanderlande Industries. "And each of them has its own merits and applicability. But no two airports are the same, with different regional regulations, terminal sizes and layouts, passenger profiles, types of flights and operator needs. That's why we always start with a detailed investigation of the individual situation before we advise on the best solution. Then we can draw on a range of solutions to implement a cost-effective system."

developed in partnership with World Duty Free, will evolve to include both airport retailers and service providers.

Nick Adderley, Heathrow Marketing & Insight Director, commented: "We are delighted that Heathrow's passengers will be among the first to take advantage of the Passbook within an airport. Our passengers will be able see the



Peter Hoefkens, Business Development Manager for baggage handling at Vanderlande Industries: "No two airports are the same, so we start with a detailed investigation of the individual situation before we advise on the best solution. Then we can draw on a range of solutions to implement a cost-effective system."

The various steps of the check-in and bag drop process can be integrated to a varying extent, with either a two-stop solution with separate check-in/tagging and bag drop functions, or a one-stop solution combining all functions at a single service point. "The design of a Self Bag Drop solution will to a large extent depend on the size and layout of the check-in hall and process," commented Hoefkens.

Once these factors have been identified, a preliminary concept design can be prepared. At this stage it's important to be able to compare different solutions and configurations, and to analyse their impact on operating costs, and on passenger flows and

baggage handling capacity. To do this objectively Vanderlande Industries uses decision support tools to help airports decide on the right configuration – such as a simulation model to visualise and analyse dynamic behaviour of processing times in a range of operational situations with different ratios of staffed check-in desks to unstaffed Self Bag Drop points.

"But of course any check-in and Self Bag Drop solution doesn't work in isolation. Integration with the existing systems and infrastructure is a vital success factor, and the ability to choose from a wide range of solutions places great demands on system integration skills," said Hoefkens.

latest offers from Heathrow's stores promoted within their Passbook at relevant points along their airport journey, ensuring every journey is enhanced in a customised way."

Research shows that a majority of WorldPoints rewards programme members use Apple mobile devices when they are at the airport. Coupled with the Passbook's strong association

with travel, this latest app development is considered a natural fit for Heathrow.

Heathrow's focus on making every journey better means it is implementing various new technological innovations. The self-service bag drop offer is the next important step in the airport's efforts to provide the latest technology to passengers.



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London City Airport has marked a quarter of a century in business with the announcement of a £15 million investment programme. CEO Declan Collier discussed the developments with Amy Hanna.

■ The silver anniversary of the opening of London City took place in what has been a golden year for the airport. In its 25th year of operation, London City has celebrated its millionth flight (a CityJet service from Dublin), welcomed its 36-millionth passenger, and hosted an anniversary visit from The Queen.

LCY CELEBRATES 25TH ANNIVERSARY WITH £15M UPGRADE

“2012 has been quite a year for London City. Obviously, celebrating 25 years is a significant milestone, but for us it’s the beginning of the next phase of development,” explained Collier. “We’ve come a long way already and this month we enter consultations with local stakeholders to discuss the developments we’ll be making from 2013 onwards.”

Situated just two miles from the Olympic Stadium, the airport also faced an important challenge during the Games, with increased passenger traffic and even hosting the arrival of the Team GB swimmers. “It

was particularly stimulating and exciting for the staff. It gave us a real zest for being able to operate in the city at that time,” Collier said. “Airports excel at contingency planning – it’s in our DNA, and we always do very well at it, be it for snow or a big event like the Olympics, and we made ourselves ready for disruption. But it was such a success, thanks to our planning and our preparation, and especially the enthusiasm and commitment of the staff.”

INVESTMENT PROGRAMME

The airport’s £15 million investment programme includes plans to refurbish the Western

Pier, with new departure gates and improved lounge facilities, redevelopment of the International Arrivals Hall, and enhancements to baggage handling zones. London City currently handles 70,000 flights per year and has permission to increase that number to 120,000, welcoming as many as 10 million passengers annually.

Collier took over as LCY CEO in March 2012. He said: “The first thing I wanted to do when I became CEO was learn about the business. It’s all well and good to spend hours poring over plans, but what I really wanted was to learn from the



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When Collier became London City’s CEO in March, his ambition was to learn the airport’s inner workings from staff who have been there for as long as 25 years.

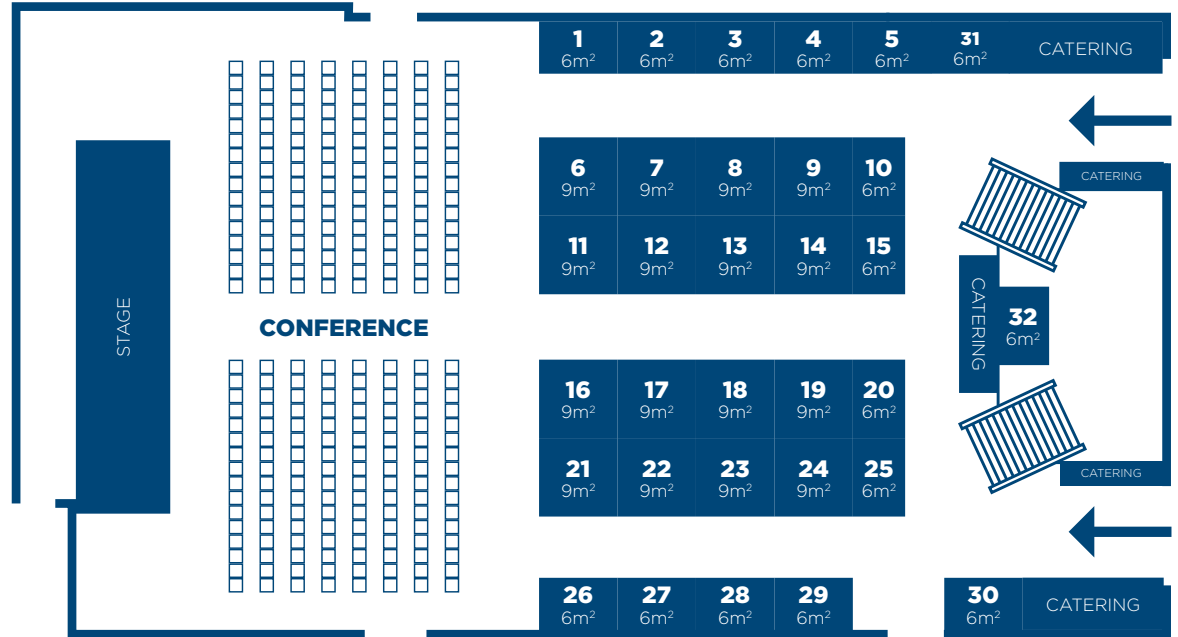
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Collier: “There are two phases to the development. The first is terminal optimisation, which involves upgrades to immigration, baggage handling zones and the Western Pier. The second is the Eastern Development. These are larger-scale developments – the building of new stands and a parallel taxiway.”

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people who worked at the airport, some of whom have been here for 25 years. I wanted to listen to them and find out about their aspirations, and what does and doesn't work."

Collier explained that there are two phases to the £15 million development. The first is terminal optimisation, which includes the upgrades to immigration, baggage handling zones and the Western Pier; there are also to be improvements to the fire station and the Jet Centre. Work on the terminal upgrade will begin in the first quarter of 2013, with completion set for 2015. "It is designed to enhance and protect the customer proposition. We are about speed, location, convenience and simplicity. And the reason customers love to come to London City is for that speed and simplicity in travelling," commented Collier.

London City offers a unique 20/10 proposition, promising a 20-minute check-in from door to gate, and a 10-minute arrival from tarmac to train or taxi.

"The second phase of the upgrade is the Eastern Development. These are larger-scale developments - the building of new stands and a parallel taxiway," added Collier.

Large-scale development objectives are to be submitted by the first quarter of 2013, with work beginning in 2015, planning permitting. The new taxiway will double the amount of travellers the airport can handle, and Collier expects the current throughput of 3.3 million to rise as high as seven million passengers annually in the next five to eight years.

AIRPORT MASTER PLAN

London City seeks to pilot the regeneration of East London as a city within a city, and fuel economic growth in the local

community. Its position within the local area was considered in the refreshment of its Airport Master Plan, which focused on the implementation of increased movements as the airport's catchment area expands with the growth of the district.

Collier said: "We looked at the Master Plan and identified the new opportunities for development, particularly looking at the infrastructure opportunities that allowed us to focus on developing for growth."

One aspect of that growth is the widening of its range of routes. Ten airlines currently fly out of London City, serving 50 destinations including Dublin, Madrid and Geneva. Seven new destinations have been added this year, and most recently CityJet has announced the launch of new services to Germany - it will be flying to Dresden and Paderborn from April 2013.

"We've been very successful at developing new routes and have planned lots of new ones for next year," Collier explained. "We have three new routes confirmed for 2013 and there are a couple more in the pipeline. Airlines are always looking hard at new routes, and all airports see the opening and closing of routes on a fairly regular basis. Here at London City we experience that in a very concentrated



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London City's 25th year of operation was marked by an anniversary visit from the Queen, the welcoming of its 36-millionth passenger and the arrival of its millionth flight - a CityJet service from Dublin.



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form. We're working to help the process of route expansion and have a dedicated team of people who are working with airlines on new opportunities."

The airport is also focusing on developing its leisure traffic, which is expected to increase in the near future. BA and CityJet have started a number of leisure-focused routes, including Palma, Ibiza, Angers, Quimper, Barcelona, Venice, Malaga and Faro. Such routes facilitate

short breaks for the growing number of people living in East London and working in the city.

In addition, London City is involved in the development of new generation aircraft. As a steep-approach airport, it has specially certified craft and crew, and works closely with aircraft manufacturers. "We tend to say that if you can land at London City you can land anywhere. We are tied closely to next generation aircraft and are working with manufacturers like Bombardier and Embraer in developing aircraft that are cleaner, quieter, more fuel-efficient and have double the range of our current craft," said Collier.

Its next step is to expand the number and size of its stands, to facilitate larger aircraft.

A 'GREEN' LONDON CITY

In compliance with London City Airport's Environmental Programme, ecological considerations are at the

forefront of the planned developments. Collier said: "Concern for factors such as air quality and noise management are woven into the fabric of everything we do. We are always working closely with our stakeholders and the local borough communities to make sure that we are meeting - and exceeding - environmental expectations. Naturally, our new developments meet with those criteria, and we are always considering a range of opportunities for sustainability, from special glass in airport windows to keep in heat and preserve air quality, to ecological concrete and use of solar energy."

He concluded: "We're very focused on making London City a 'green' airport, and I mean literally 'green' - we're building up vegetation and planting to blend the airport visually for the local area. I don't think any airport can be isolated from sustainability, and it is at the core of what we do in development."

04

London City is focused on the implementation of increased movements and additional routes. Three new routes have been confirmed for 2013, with several more in the planning stages.

AIRPORTS URGED TO SUPPORT FUTURE AIRSPACE STRATEGY

The Future Airspace Strategy (FAS) is designed to enhance the UK's airspace system by increasing airspace capacity, improving flight efficiency, and reducing aviation's environmental impact. Tim Hardy, Airside Director, London Heathrow Airport is a co-chair of the FAS Industry Implementation Group, and Vice-Chair of the Network Management Board established by the European Commission as the governing body of the Network Management function. He articulated what FAS means for airports to Ross Falconer.

Future Airspace Strategy is intrinsically linked with the SESAR (Single European Sky ATM Research) programme, and airports are central to the success of both. "Everything worked on in FAS will be part of SESAR or enable SESAR initiatives," explained Hardy. "In the future, where all of this work is heading towards a 4D business trajectory, this means that airspace users will have a much more robust system."

The FAS strategy has been developed collaboratively between industry stakeholders, including airlines, airports, air traffic control bodies, general and business aviation, the UK and Ireland aviation authorities, the DfT and MoD. Work is now underway on implementing that strategy in the UK and tying it into European projects, such as the Single European Sky, which aims to streamline the way airspace is used throughout Europe.

Importantly, for airports FAS deployment will enable them to optimise runway efficiency and better manage queuing on the ground. FAS concentrates on increasing the flow of information that is shared



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across airports, strengthening their resilience to unexpected events and poor weather and introducing new operating techniques to better sequence departures. Meanwhile, for airlines re-designing the airspace structure and route network will enable operators to make the most of the capability of their aircraft to fly more continuous climbs and descents into and out of airports and allow more direct routes from departure to destination. "Airlines will enjoy more predictability and

fewer delays, while airports will have airspace users that are more efficient, as well as better environmental performance," commented Hardy.

His key message to UK airports is: "Please get behind FAS and engage with the forums that are open to you. It is important to stress the importance of having an association such as the AOA to assist in this."

Environmental benefits will include CO2 savings from

more direct routing and greater flight efficiency, and noise reductions from less aircraft holding at low levels.

DEPLOYMENT PLAN

The Deployment Plan was announced at a London conference organised by the UK Civil Aviation Authority (CAA) in December. A Deployment Steering Group will be established in early 2013 to ensure roll-out of the plans. "It will have a number of deliverables that FAS will bring

us in the years ahead. There will be some quick wins. For airports, it's about electronic connectivity into the network, ensuring that departures and arrivals are designed with future aircraft performance in mind," said Hardy.

He added: "Even if an airport is not over-utilised and has plenty of spare capacity, in order to connect with Europe it has to use the same European airspace and also interlink with the airport at the other end of the route. That is why it is important for airports up and down the UK to get behind FAS. Even for the smallest airports, connecting into the European network is absolutely vital."

Work on some of the FAS projects is underway and, ultimately, it will ensure that UK airspace is fit for purpose to 2030.



FUTURE / AIRSPACE / STRATEGY
DEPLOYING SESAR

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For airports, FAS deployment will enable them to optimise runway efficiency and better manage queuing on the ground. FAS concentrates on increasing the flow of information that is shared across airports, strengthening their resilience to unexpected events and poor weather and introducing new operating techniques to better sequence departures.

MORE INFORMATION
CAN BE FOUND AT:
WWW.CAA.CO.UK/FAS

NEWCASTLE INTERNATIONAL AIRPORT DIVERSIFIES TRAINING SERVICES

The airport's Training Academy has been providing fire training for external companies as well as airport staff and business partners for over 15 years.

The academy is building on success and sharing best practice as it continues to diversify its courses for the wider aviation industry, having successfully gained CAA Approved Training Provider (ATP) status back in 2010.

A wide range of UK airports have so far completed and continue to support the various CAA mandatory courses on offer. This includes Heathrow Airport, Gatwick Airport, Bristol Airport, Leeds Bradford International Airport, Cambridge Airport, London City Airport, Newquay Cornwall Airport, Jersey Airport, Edinburgh Airport, Dublin Airport, Gloucestershire Airport, City of Derry Airport, Farnborough Airport, Oban Airport, East Midlands Airport, Highlands & Islands Airports, Birmingham Airport, London Biggin Hill Airport and Liverpool John Lennon Airport.



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01 The Offshore Training Newcastle collaboration will see a new training hub developed at Newcastle Airport in 2013, offering specialist fire training qualifications for offshore workers, who sometimes have to deal with fire fighting in extreme emergency situations.

Despite the tough economic climate, Newcastle International Airport's Training Academy continues to grow and prosper. It has recently developed its product portfolio to offer bespoke training packages to offshore workers through an innovative new partnership, in addition to its CAA accredited training for the aviation industry.

The courses, which are delivered by fully qualified RFFS operational staff, ensure that the training delivered is of the highest quality, and continues to receive excellent feedback from delegates.

All courses are presented by qualified instructors and experienced firefighters, in conjunction with Newcastle Aviation Academy, Tyne and Wear Fire & Rescue Service and Northumberland Fire & Rescue Service.

As well as its ongoing CAA approved training programmes, earlier this year Newcastle International Airport joined forces with Advanced Industrial Solutions (AIS) and global training giant Maersk Training to offer a complete training package for those working, or aspiring to work, in the offshore industry.

The collaboration – Offshore Training Newcastle – will see a new training hub developed

at Newcastle Airport in 2013, offering specialist fire training qualifications for offshore workers, who sometimes have to deal with fire fighting in extreme emergency situations.

This facility will complement AIS and Maersk Training's 60,000 square foot bespoke training centre in North Tyneside, which provides onshore and offshore training for those working on oil rigs or wind turbines, as well as a raft of other industrial, engineering and health and safety courses endorsed by the world's leading trade associations including IRATA, OPITO, SPRAT, IOSH, GWO and Renewable UK.

The project will deliver thousands of pounds' worth of investment into the airport's Training Academy. Together Newcastle Airport, AIS and Maersk Training are hoping to attract more than 6,000 delegates to the region per year from all over the globe to train with



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Offshore Training Newcastle.

Dave Laws, Chief Executive at Newcastle International, said: "The job of a firefighter offshore is one of the most dangerous and challenging in the world. Here at Newcastle Airport we have the training expertise to meet the training needs of the region, as well as attracting many more people to the North East, which in turn benefits the local economy. We are looking forward to developing a successful partnership."

Paul Stonebanks, Managing Director at AIS, said: "Newcastle Airport boasts years of specialist expertise in aviation fire fighting training, and is also the key transport means into the region from abroad – it was therefore the obvious partner to complement our

existing offshore training offer.

"Working collaboratively with Maersk Training and the airport we can offer a complete training solution to people interested in the offshore sector in the region, at the same time as ensuring the North East is positioned as a leading global player in offshore, maritime and wind training."

Vijay Rangachari of Maersk Training in Newcastle, said: "This partnership is excellent news for the North East. Sectors like renewable energy are experiencing unprecedented growth and have resulting skills shortages that need to be plugged. That's where the state-of-the-art facilities and complete training solution at Offshore Training Newcastle will help equip the workforce with the skills that are needed."

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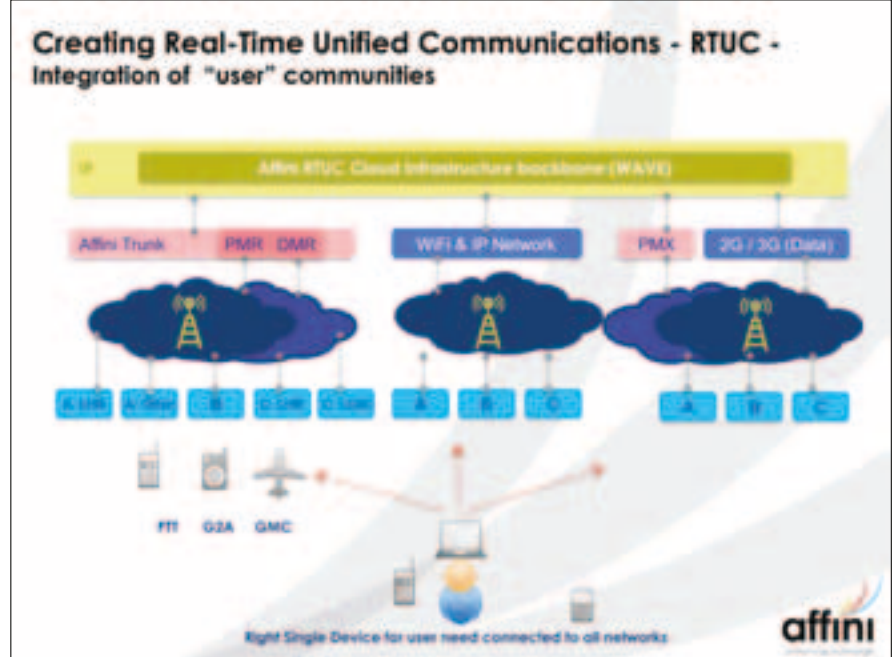
Real-Time Unified Communications – in the Cloud

Recently rebranded as Affini, the team drawn from the wireless consulting, design and build experience of Red-M and the network and provision of real-time communications managed services of AirRadio, with the IT infrastructure and integration skills of C&C Technology has been busy investing in its own real-time unified communications platform (RTUC).

Using technologies such as those from Seattle-based company Twisted Pair Solutions, called WAVE, Affini have created an integrated IP/Radio environment for real-time communications. Now those around the airport using radio technology can seamlessly link and integrate with more modern technologies, including those

newer developments in end-user computing such as smartphones and tablets. Moreover, it provides the foundation to integrate these technologies into the wider IT infrastructure and application environment, including authentication and security, storage, virtualisation, IP telephony, CCTV, MDM, asset tracking and more. This creates a single platform for operations control to monitor, manage and inter-connect disparate communications tools.

The RTUC also allows users who may find themselves away from the airport – at home, at off-site meetings or even overseas – to remain connected to the live airport radio systems regardless of location... All that is needed is an RTUC enabled mobile smartphone or connected PC/laptop.



Leeds Bradford opens £11m terminal investment

The Rt. Hon William Hague MP, Secretary of State for Foreign and Commonwealth Affairs, officially opened Leeds Bradford Airport's £11 million passenger terminal development on 14 December.

The development is designed to deliver on the airport's commitment to create 'best in class' facilities. Prior to the official ceremony Mr Hague toured the impressive new facilities with Leeds Bradford Airport's Chief Executive, John Parkin and the airport's Commercial Director, Tony Hallwood.

The completed terminal investment provides a 65% increase in airside space over two floors, creating a new larger departure lounge, a range of new food & beverage units, a major walk-through tax and duty free store and additional retail brands. The development has created an additional 2,500sqm of airside space, of which 600sqm is new construction. The security search zone has also been increased by approximately 250sqm. The Yorkshire Premier Lounge has been extended to provide both a busi-

ness and leisure product. Following passenger feedback, boarding gate zones have also been extended, while a covered walkway constructed from the terminal to a number of aircraft stands now provides all-weather cover.

Mr Hague commented: "Regional airports can make a vital contribution to local and regional economies and Leeds Bradford is an excellent example of that, providing over £100m of value [Gross Value Added] to the City Region, a figure set to grow by 10% with the introduction of the new British Airways services.

Regional airports also have an important role to play in strengthening the national economy, by ensuring that the UK remains one of the best connected countries in the world so that we can compete successfully for economic opportunities in established and emerging markets."

Parkin added: "This commitment by our shareholders to invest such a significant amount highlights our confidence in the optimism and strength of the



The Rt. Hon William Hague MP, Secretary of State for Foreign and Commonwealth Affairs, officially opened Leeds Bradford Airport's £11 million passenger terminal with John Parkin, Leeds Bradford Airport's Chief Executive.

Leeds City Region economy and the businesses which we serve. By investing in the airport we are also therefore investing in the region's core infrastructure

to support further growth. As one of the UK's fastest growing airports, LBA generates substantial economic benefits to the region, and the new terminal

development will now allow us to grow to 4.4 million passengers with a potential to deliver over £130 million GVA and boost employment to over 3,000."

Newcastle International appoints new Operations Director

Newcastle International Airport welcomed a new Operations Director, Richard Knight, in October 2012. His role includes all facets of airport operations including terminal, security, fire, ramp, ATC, fuel and operational planning. The airport's former Operations Director, Larry Heslop, retired in December after 22 years with the company.

Knight said: "I am delighted to have joined such a dynamic and thriving team. Newcastle International is a fantastic regional airport that continues to invest for the future and is continually striving to improve the service offered to customers. Our goal of being the most welcoming airport in the UK is one that I passionately believe in. I look forward to supporting the airport's growth and development and working with the highly committed and motivated team at Newcastle International." Starting life in aviation as an

Apprentice in the RAF, Knight quickly moved on to Officer and flying (Navigator) training, culminating in him flying over 2,000 hours on the Tornado F3 aircraft. He saw active service in the Balkans and Gulf, and has served in a number of locations throughout the world. Between flying appointments, Knight undertook a variety of jobs ranging from serving alongside the Royal Marines to counter air terrorism, through to working in the Ministry of Defence in procurement, and latterly in Middle East issues.

Towards the end of his RAF career Knight was responsible for the safe running of the airport and aircraft in the Falkland Islands. He was awarded an OBE for his work in this appointment and support to the wider community and returned to the UK to complete his RAF career teaching strategy to



Newcastle International Airport welcomed Richard Knight as its new Operations Director in October 2012.

future leaders of the military at the UK Defence Academy. Knight joins Newcastle from

the post of Airport Manager at Cambridge Airport, where he was instrumental in re-instat-

ing passenger services and the preparation and delivery of the airport's 2012 Olympic plans.

M-Web installed at Liverpool John Lennon

Liverpool John Lennon Airport has installed P4's M-Web self-testing emergency lighting monitoring system as part of a recent £12 million development programme. The equipment, which also comprises six data collection boxes covering 276 converted fittings, was installed within the new passenger security screening area and the expanded departure lounge.

The airport chose the state-of-the-art M-Web monitoring system from P4 as a proven, reliable, cost effective and flexible self-testing computer addressable solution. It was also favoured for its scope in reducing labour costs through its fully automatic self-testing capability, low maintenance and rapid fault identification. The consulting engineer on the project was RPS Gregory, and the equipment was installed by Shepherd Engineering Services.

"We were satisfied that it would provide us with the safest, fully

compliant, most accurate and convenient remote monitoring capability," said LJLA Engineering Manager Shaun McAteer.

MWeb is an ideal system for large public and commercial buildings with its unique addressable location, which would identify a faulty fitting immediately without having to sift through all the drawings and send technicians all over a large complex to locate it.

"With simplified fault finding, and, because the test procedures, such as the weekly function tests and the deep discharge battery test, are fully automatic, it enables our in-house team to run the maintenance operation very efficiently," explained McAteer.

LJLA can use leading emergency lighting self testing company P4's FASTELink software embedded in the M-Web to receive an individual report on the performance of each fitting, and when it last did a self-test and a current status report.



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Glasgow Airport has busiest November for four years

Glasgow Airport has reported a significant increase in passenger numbers for November. Almost 500,000 travellers passed through the airport last month, representing a rise of +5.3% compared with the same period last year. The month's growth is the greatest the airport has experienced since 2008.

Domestic traffic grew by +6.1%, while there were +3.9% more international passengers than in 2011. Driving the strong domestic performance was British Airways' decision to add additional capacity at Heathrow to meet the demand for hub

connectivity, while international growth is primarily as a result of Emirates' double-daily service to Dubai, as well as strong performances by KLM and easyJet.

Managing Director Amanda McMillan said: "To have enjoyed our busiest November in four years, and to see both domestic and international services performing well, is very encouraging. We have been buoyed by some very positive recent announcements and remain committed to further strengthening Glasgow's connectivity by growing our route network."

Meanwhile, the airport has announced that Lufthansa Regional will launch a direct service to Düsseldorf in April 2013. It is the first time Glasgow Airport will have served Düsseldorf, which is located in the heart of the prosperous Rhine-Ruhr region, in 20 years and the launch of the route will also mark the return of the Lufthansa network to Glasgow.

Lufthansa Regional will initially operate six flights per week, increasing to a daily service in June 2013. McMillan commented:



Lufthansa Regional will launch a direct service between Glasgow and Düsseldorf in April 2013. It will initially operate six flights per week, increasing to a daily service in June 2013.

"The introduction of Lufthansa Regional's Düsseldorf service is fantastic news for Glasgow Airport as not only will it result in a direct, daily flight to one of the wealthiest regions in Europe, our passengers will once again have access to the extensive onward connectivity offered by the

Lufthansa network. Both Düsseldorf and Glasgow are economic powerhouses in their own right and whilst there will undoubtedly be strong demand for this service from within the business community, it will prove a big draw for leisure travellers and has huge potential to generate significant

in-bound tourism for Glasgow."

Barrhead Travel has also confirmed plans to double capacity for its summer 2013 programme, while Gama Aviation has announced a £3.5 million expansion of the airport that will result in the construction of a dedicated aircraft hangar.

Gatwick passenger numbers up +4.2% in November

Gatwick's growth rate increased in November with 89,000 or +4.2% more passengers year-on-year. This was driven in part by the timing of the autumn half-term holiday, which crossed into November this year. Traffic on domestic routes saw strong growth, with 23,000 more passengers flying than the prior year. Scheduled services to Europe also continued to increase versus 2011, at a growth rate of +2.8%. This was complemented by growth in European charter flights of +3.9%. Long-haul carriers increasing London's connectivity to key business growth markets in Beijing, Seoul and Vietnam contributed over 24,000 passen-

gers during November. The trend of achieving high load factors also continues. Load factors in November were 2.3% higher than the prior year at 80.8%.

Meanwhile, Gatwick has also made a number of route announcements. easyJet has announced the launch of new routes to Santiago in Spain and Kalamata in Greece, with both routes commencing in summer 2013; and British Airways has confirmed the expansion of its summer leisure routes to mainland Spain and the Canary Islands.

Nick Dunn, Gatwick Airport's Chief Financial Officer, said: "As the winter season is often a challenging time of year for airports, it is positive that our traffic figures are showing growth and we continue to focus on delivering the best experience to these additional passengers. We look forward to the spring, when passengers will have even more choice of where to fly from Gatwick, including new destinations with Norwegian Air, British Airways, Vueling and – significantly – easyJet's new route to Moscow."



Gatwick Airport saw passenger numbers rise by +4.2% in November. Load factors also remain high at 80.8%.

Heathrow announces T2 airline occupancy

Heathrow Airport has announced that the new Terminal 2 will be home to Star Alliance and Aer Lingus flights, as well as Virgin Atlantic's domestic routes, when it opens in 2014.

These airline moves will enable the early closure of Terminal 1, allowing all passengers to travel through new or refurbished terminals from 2016. The new terminal marks the latest phase of the £11 billion transformation of Heathrow. 20 million passengers a year will eventually use the new terminal, which consists of a main terminal building plus satellite building and aircraft parking stands. The £2.5 billion development is the largest privately-funded construction project in the UK. 35,000 people

will have worked on the terminal over the lifetime of the project.

The decision on which airlines will operate from the terminal follows a nine-month consultation with airlines, which was prompted by the sale of bmi to IAG, the owner of British Airways. Since the review began in March 2012, Heathrow has met with airlines and the Civil Aviation Authority on a regular basis to agree the terms of reference and evaluation process and to listen to feedback. All the relevant data has been shared with all parties to ensure a fair and transparent process. Heathrow is required to treat all airlines equitably, and 18 separate options for the new terminal were considered and assessed against agreed criteria.

Heathrow is still in discussion with those airlines that currently operate from Terminal 1 and are not members of the Star Alliance – El Al, Icelandair, Cyprus Airways, Germanwings and Transaero – about their future location when Terminal 1 closes. Those discussions are expected



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to be concluded in early 2013.

John Holland-Kaye, Heathrow Development Director, said: "Terminal 2 will offer a significant improvement for

passengers travelling through Heathrow. Providing all airlines and their passengers with great facilities is a key part of our vision for Heathrow. Termi-

nal 5 was recently voted by passengers as the best airport terminal in the world, and the opening of Terminal 2 will mark another major step forward."

London Southend begins terminal expansion

Work on expansion of the terminal at London Southend Airport began in November. The extension will lengthen the terminal building by 90m, increasing capacity for travellers in security and enabling a greater number of check-in desks and baggage drop-off points.

The departure lounge and arrivals area will also grow in size to enhance the passenger experience, while retail facilities will be expanded to provide a wider range of shops and services.

The extension is necessary to ensure that the high standards of service currently enjoyed by passengers will be maintained as numbers grow towards two million travellers a year by 2020.

It is expected to facilitate the creation of 300 additional new, local jobs, which will arise from the eventual increase in Southend based aircraft. This will bring about more operational and service roles in areas such as passenger service, security and baggage handling.

Alastair Welch, Managing Director, London Southend Airport, said: "Our aim is to ensure that we deliver a very special level of customer service in Southend and this extension will allow us to ensure we can continue to deliver those high standards as the airport grows."

Bedfordshire based construction firm Kier has been appointed key contractor for the extension, which will be split into three phases. The first, which began in February this year, is a new arrivals facility, which will considerably shorten passenger-waiting times and this is scheduled to be ready at the end of May 2013. The final phase will be completed just before Christmas 2013. The extension will cost around £10 million to complete.



London Southend Airport has begun work on a £10 million terminal extension. This Phase 2 extension will ensure high standards of service for passengers as throughput grows towards two million per year by 2020.



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