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The official magazine of the
Airport Operators Association

SPRING 2014

AIRPORTS COMMISSION SIR HOWARD DAVIES SPEAKS

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Features

Thriving regional airports vital to UK's aviation future
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Welcome to this edition of the Airport Operator, which is published on the occasion of our Annual Dinner at the Grosvenor House Hotel. We are delighted that the Minister with responsibility for aviation, Robert Goodwill MP, will give this evening's keynote address. We are also very pleased that the recently appointed Labour shadow team, Mary Creagh MP, the Shadow Secretary of State and Gordon Marsden, the aviation spokesperson, are also expected to be present at the Dinner.

Annual events are always an opportunity to reflect and take stock. I feel that aviation now has a markedly more positive hearing from policy makers than it had some three or four years ago. There is widespread recognition of the very significant benefits that can flow to the economy from a thriving UK aviation sector and the question now being addressed by policy makers is no longer one of whether aviation should be allowed to grow but rather where and when that growth should take place.

Since our Annual Dinner last year, we have seen the publication by DfT of the Aviation Policy Framework. We welcomed this as further evidence of Government's more favourable disposition towards aviation, but we remain concerned that the stated wish to have a prosperous, internationally competitive, aviation sector is being badly hampered by the continuing annual increases in Air Passenger Duty (APD). We are seeking a reduction in this tax and we continue to urge HM Treasury to commission a study into its wider economic impacts.

We were very pleased to welcome Sir Howard Davies to our Annual Conference in the autumn, where he shared his Commission's 'emerging thinking'. We continue to support the work of the Commission and welcome

*Ed Anderson, Chairman,
Airport Operators Association*

CHAIRMAN'S INTRODUCTION

the publication of its Interim Report; we urge them to complete their work to the original timetable; and we urge the political parties to commit to acting on its findings when they are published next year.

In addition to seeking a policy framework which will enable our sector to grow over the longer term, we are very mindful of our environmental responsibilities. The AOA continues to be an active supporter of the Sustainable Aviation (SA) coalition of airports, airlines, engine and aircraft manufacturers and NATS. We welcomed the publication of the SA Road-Map on aircraft noise, which complements the earlier carbon emissions Road-Map. Together these documents show how our industry can grow over the coming years without any significant increase in noise or carbon emissions. We look forward to the future publication of a similar document on sustainable fuels later this year.

The work of the AOA becomes ever more important as we enter the final 12 months leading up to next year's General Election. It is crucial that we enter this period united in our determination to secure the best possible policy and fiscal framework that will enable our industry to prosper and grow, for the benefit of the UK economy.

To all of you who are attending our Annual Dinner this evening, I hope you will have a thoroughly enjoyable evening.



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The Airports Commission holds in its hands the future of UK aviation, and Sir Howard Davies is charged with the difficult task of leading it to make its final recommendations on the best solution to the UK's capacity crisis in 2015. In December of last year the Commission published its interim report, revealing its shortlist of airport expansion options, and soon the Commission will embark upon the second phase of its work, in which it will subject each of the schemes to a more detailed and comprehensive analysis. The promoters behind each of the three shortlisted proposals – the construction of a third runway at Heathrow, an extension of Heathrow's current runway, and the addition of a second runway at Gatwick – have been given the opportunity to further design and develop their schemes before the full extent of the evidence for each proposal is subjected to a fair and comparable assessment by the Commission. "We will use our appraisals to compile a business case and a sustainability assessment for each proposal and will subject these to consultation in autumn 2014," Sir Howard said.

The Thames Estuary site, famously supported by the Mayor of London, and equally famously the subject of fervent debate, was not included on the Commission's initial shortlist, but will be subject to further examination in the next stage of the Commission's work so the opportunities, risks and challenges that the large and complex Estuary project would present can be better understood. "We are conducting four studies and calling for evidence on the environmental

impacts of a new airport, the operational feasibility and industry response if such a proposal was taken forward, the socio-economic impacts, and the surface access issues it presents," explained Sir Howard. The Commission has published draft terms of reference for these studies and its call for evidence closes on 23 May.

REGIONAL AIRPORTS' ROLE

Though no regional airports have been shortlisted for expansion by the Commission, Sir Howard affirmed that the UK is fortunate to have an extensive network of regional airports that compete for customers and routes, and in doing so play an important role delivering effective, efficient and competitive connectivity for the UK.

"Regional airports in the UK have spare capacity today, and we expect this to continue for the most part beyond 2030, so in the future I see regional airports having two very important roles," Sir Howard began. "Firstly, they will continue to respond to the demand from local people and businesses to deliver as wide a range of services as possible. However, there will also be a second and equally important role emerging. To avoid a capacity crunch between 2020 and the delivery of a new runway, regional airports will also cater for surplus demand spilling out of the south east to support the continuing development of the overall UK aviation sector."

The Interim Report does consider the potential for expansion at regional airports, and its demand forecasts suggest that passenger numbers at regional airports will experience healthy

'OPEN, TRANSPARENT AND EVIDENCE BASED': THE AIRPORTS COMMISSION'S NEXT STEPS

In a frank interview with the Airport Operator, Airports Commission Chair Sir Howard Davies described to Amy Hanna the task that lies ahead, and the steps that the Commission will take in the second phase of its work, before its Final Report is issued in 2015.

growth, and that many airports will expand their operations to accommodate that demand, but that they can do so within existing runway capacity to beyond 2030. "The Commission understands the importance of setting its recommendations within a coherent strategy for UK aviation as a whole, and will be giving further consideration to the challenges and opportunities for UK regional airports in the second phase of its work programme," Sir Howard confirmed.

WHAT'S TO COME IN 2050?

As well as the need for one net additional runway to be operational in the south east by 2030. Sir Howard and his Commission also identified a likely demand case for a second additional runway to be operational by 2050, but as yet have not given firm recommendations for its location. The timescales for the delivery of major new infrastructure means that an early decision is needed on the location for a first new runway for it to be delivered before 2030. "But the same time pressures don't apply for a second new runway and, therefore, we don't intend to make a specific recommendation on the location for such a runway in our final report, though we may discuss the various options that would be open to future decision-makers," Sir Howard said.

"The aviation industry is going through a period of substantial evolution. At the global level, new aircraft models have the potential to alter significantly the shape of the industry. In the UK, the airports sector is adjusting to the effects of direct competition. All of which underlines the fact that it would be unwise to reach a fixed view on this issue in the short-term. When the time comes, there will be a number of options – including relooking at the case for new runways at Stansted or Birmingham – that would need to be considered."

The Commission will do further work on long-term demand growth over the coming year in order to make a recommendation in its final report as to when and how the question of a second new runway should be reviewed.

"But it would be premature, and almost certainly wrong, to imagine that the inclusion of Heathrow and Gatwick on our shortlist for a new runway by 2030 means they would turn out to be the only options for a second additional runway by 2050. That is certainly not the Commission's view," he added.

MOVING THE DEBATE FORWARD

The Commission is now around halfway through its arduous task, but its eventual decision may still be met with challenges. There has been historic difficulty in delivering new airport capacity in the

UK in a timely manner, and, with the Commission's Final Report due to be issued following the next election, there is no guarantee that the elected party will deliver on its recommendation. "Historic difficulty' is perhaps an understatement. Our independence is crucial," Sir Howard attested. "In recent years the aviation debate has been characterised by mistrust and suspicion – between local communities and airports, between central and local Government, or between the industry and environment campaigners." As five people with a wide range of experience but without pre-determined views on the aviation debate, the Commission entered into the process untainted by previous history. "We have worked extremely hard to ensure our process is open and transparent and evidence based. I am not naïve enough to believe the Commission can deliver total consensus but I do believe we have already moved the debate forward. The three main political parties supported the creation of the Commission and have continued to support the process we have adopted. You can never be certain in politics, but I am confident we will deliver a final report that, supported by robust evidence, will help the Government of the day to respond quickly and positively to our recommendations."





AIRPORT INFRASTRUCTURE FOR A FUTURE BRITAIN

Singling out the optimal solution to the UK's air transport capacity crisis is not only one of the most pivotally important decisions that has faced the country to date, but one that is fraught with debate. On 16 January, a conference held by Runways UK – of which the AOA is an integral player, as a key member of its Advisory Board – featured compelling discussion, centering on the future aviation framework of an island nation for which air connectivity and economic and social prosperity go hand-in-hand.

01 Taking place in the wake of the publication of the Airports Commission's Interim Report in December of last year, the Runways UK (the AOA is a key player on the Runways UK Advisory Board) conference provided a unique, neutral platform for the aviation, economic, environmental and government sectors to come together and discuss more frankly than ever before the challenges and opportunities facing the UK aviation industry. In a day of powerful and candid presentations, figures from every corner of the airport industry and beyond put forward their perspectives in the endeavour to find the right solution to the UK's air transport capacity crisis.

Chairman of the Airports Commission Sir Howard Davies opened the discussion and, speaking at a time when the Airports Commission was roughly half way through the arduous task consigned to it, underlined the pressing need to facilitate the development of the industry nationwide, demonstrating that "aviation demand in this country will continue to grow, and airports in London and the South East will certainly fill up in the next 15 years". The Commission's interim report concluded that there is a need for at least one additional runway to be in operation in the South East by 2030, and, for the first time in such a forum, all three of the shortlisted concepts were presented for examination by an expert panel.



01

Subsequent to the disclosure of the Airports Commission's Interim Report in the month previous, Sir Howard Davies launched the ongoing appraisal framework for public consultation for the three shortlisted options, and also declared that there would be "additional analysis" of proposals for a Thames Estuary airport in the next stage of the Commission's work. Among the criteria for analysis will be factors such as each proposal's impact on local communities, its cost, deliverability and operational viability, as well as sustainability criteria and its relationship with socio-economic development.

02

Huw Thomas, Partner in leading architect Foster + Partners, delivered a rousing rationalisation of the proposition of a new hub airport on the Isle of Grain. Thomas denounced claims that the Thames Hub would cost upwards of £80 billion, arguing that a realistic figure would be in the realm of £20 billion, and in the context of the economy and population growth, investment in the Estuary solution would "deliver things that can't be delivered anywhere else".



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Heathrow's Colin Matthews, Stewart Wingate of Gatwick, and leader of the campaign to extend the north runway at Heathrow Captain 'Jock' Lowe seized the opportunity to demonstrate theirs as the most credible, commercially viable and sustainable antidote to the capacity issues plaguing the UK.

Also presented for the first time in front of such an assembly were the potential advantages of and obstacles to the Thames Estuary option, which, though favoured by Mayor of London Boris Johnson, failed to make the Commission's shortlist. The Mayor's aviation advisor Daniel

Moylan spoke of the unfairness with which the Mayor's office considered the Isle of Grain submission to have been treated by the Commission, and proclaimed that the report had "a touch of Simon Cowell about it". Huw Thomas of Foster + Partners, meanwhile, gave prominence to the feasibility of the Estuary site, and Sir Howard explained that the Commission will examine the scheme further in the 'Inner Thames Estuary feasibility study'.

Noise, the environment and the necessity of mitigating capacity issues for the sake of the UK's continued economic growth were all themes



03

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In his impassioned justification of Heathrow's proposal to construct a third northwesterly runway, Colin Matthews, Chief Executive, Heathrow Airport, denounced the potential for a multi-hub infrastructure for the country, attesting that having two hub airports operating alongside each other "won't work". He highlighted the necessity of enhanced long haul connectivity, citing 20-30 key long haul destinations that are yet to be served by a UK airport, and hailed the continued development of Heathrow as crucial to the growth of UK business. He explicated that Heathrow's aim was "to propose a solution, not that benefits one particular airport, but that suits the United Kingdom".



04

central to the conference, and the need for enhanced international connectivity for the sake of British industry was made clear, with Dr Ralf Speth, Chief Executive, Jaguar Land Rover, identifying that "businesses cannot grow alone". Chief Executive of London First Baroness Jo Valentine, meanwhile, emphasised that in the interests of the nation's fiscal future "it's time to let Britain fly", and that global trade

and international investment is critical to UK plc's capacity to thrive. Airlines too also offered their perspective on the Commission's analysis; based on the proliferation of low-cost travel, Norwegian head Bjorn Kjos declared that the successful option would need to benefit every type of carrier, while Virgin Atlantic chief Craig Kreeger told delegates: "I remain perplexed by the UK attitude. I don't think other countries are

having this debate. I wonder would the auto industry or financial sector ever hear the same arguments about whether they have a right to grow."

The speakers agreed that myriad challenges still face the airport industry - with Lord Adonis pointing out that even when the Commission reaches a decision there is no guarantee that the Government of the time will uphold it - but Sir Howard made plain the indispensable role that the Commission's work will play in the shaping of the UK's airport landscape: "The only thing that will get us out of this is building a good strong analytical framework, and a lot of consensus about what the problem is and how it might be solved."

Prior to its next major event, Runways UK will be running a series of seminars during 2014, which will look in more detail at specific aspects of this complex debate. Dates will be published shortly.



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Captain 'Jock' Lowe, former British Airways Concorde chief and Director of Runway Innovations, is pioneering the Heathrow Hub proposal to extend Heathrow's northerly runway to 6,600m, enabling it to operate as two independent runways for arriving and departing aircraft. Lowe commented that, though Heathrow is well run, it is full, and its success is crucial to the continued growth of UK air travel. Of the unprecedented, first-of-its-kind enterprise, Lowe said: "In short, it will give capacity where it is most needed, a runway extension will be simple and quick, it will significantly improve on noise and won't take up much land."

05

In a compelling case for Gatwick's vision, Stewart Wingate, Chief Executive, Gatwick Airport, gave prominence to the necessity of giving passengers and airlines what they need, and contended that Gatwick was unique in the debate as the only UK airport that could offer benefits for legacy, charter, and low-cost carriers.

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The right antidote to the capacity crisis, though, remains elusive, and Sir Howard and his Airports Commission face the unenviably gruelling task of having to make, by 2015, a cardinal decision upon the future of our aviation infrastructure. Whatever the favoured solution, there likely stands at least a decade between now and the

THRIVING REGIONAL AIRPORTS VITAL TO UK'S AVIATION FUTURE

When the Airports Commission delivers its verdict in 2015 it will determine the future of London's airports with a solution to the UK's capacity crisis. But though the nation's new runway will be built in the South East, it will have an industry-transforming impact upon the entire UK aviation infrastructure. Amy Hanna discussed with some of the UK's most forward-thinking regional airport directors their reactions to the Commission's interim report, and the role that regional airports play in the future of the industry.



“We need to make sure that we preserve the future, and that the Government recognises that there is a future role for Birmingham Airport; that it can deliver what Sir Howard wants it to deliver by 2050,” Paul Kehoe said. Birmingham Airport will complete the extension of its runway in April, when an additional 400m of concrete will provide it with a capability for longer-haul flights that it has never had before. Biman Bangladesh will operate its 777 service to Dhaka in Bangladesh from the extended runway this summer.



completion of a new runway, but, as increasingly intensifying passenger numbers show, the growing industry isn't going to hang around and wait. There is no option other than to make more use of the assets we have to grow Britain's air links to global markets, and, alongside the hub airports at the beating heart of the country's air transport, Britain's regional airports are the coursing arteries keeping UK aviation alive.

A 'RESILIENT NETWORK OF AIRPORTS'

The nation's airport infrastructure, like a body, is a of system integral composite parts, each of which is vital to its functioning, and though historically airlines, and passengers, have shown a predilection for Heathrow and Gatwick, there is collectively more capacity than can presently be used across the rest of the country. Paul Kehoe, Birmingham Airport's Chief Executive, has called for a "resilient network of airports" in the UK, proclaiming that, in order for the whole of Britain to capture the economic benefits of changes in global travel, the Government must make full use of the country's existing airport infrastructure

and pursue a balanced aviation strategy. He has famously spoken of how important it is that "all the eggs aren't put in one basket" in the South East.

The country's regional airports are coming to the fore. In general, passenger numbers at regional sites are universally flourishing, and operators are responding with radical development, airport-wide growth, and the implementation of world-class facilities, to meet the demands of growing traffic and deliver an unparalleled passenger experience for their often highly-populated catchments. Bristol Airport, for example, has set forth on a programme of ongoing improvements to its services and infrastructure, making terminal extensions that will enable it to handle 10 million passengers by 2020, and similar development can be seen countrywide - from Newcastle, which opened its £3.2 million terminal development in 2012, to Southampton, where a growing surface transport network is greatly enhancing connectivity.

Birmingham Airport, meanwhile, will complete the important extension of its runway in April, when an additional 400m

of concrete will provide it with a capability for longer-haul flights that it has never had before. The £40 million investment is just a fifth of the money spent over the last five years to bring the airport to the forefront of the industry. Given the present constraints on the South East and the potentially distant timescales of a new runway, Birmingham plays a pivotal part in the near future of national infrastructure. The airport submitted a bold and enterprising vision to the Airports Commission, outlining just what the airport is capable of in the long-term. "If you believe the forecast line, there is sufficient opportunity for a second runway at Birmingham Airport, and that second runway could deliver, based on the

two runways working together, circa 70 million passengers and 500,000 movements," Kehoe established. "Because of what is happening to the current infrastructure - the M42, the M6 toll, classic rail and ultimately HS2 in the next 10-15 years - you could create the best connected airport in the country, and you could therefore feed passengers in and out of Birmingham. And it still would be the cheapest option on the table."

It was determined in the Airports Commission's interim report that analysis indicates a demand case for a second additional runway to be operational by 2050, and Birmingham was earmarked as a potential site for the development. "I think we were surprised that 2050

is so far away, but we're not upset," Kehoe said. "We have got spare capacity on our existing runway for another 27 million passengers, so when that's close to being soaked up we'll be considering what to do next. It is a 22nd century solution to a 21st century problem, and I'm relaxed that 2050 is the right time scale." By that time, the airport will be well on the way to achieving its development ambitions, and, as the first airport on the HS2 network, will also have seen the real benefits of what HS2 can deliver, but irrespective of what 2050 brings, Kehoe has stressed the importance of delivering the right stewardship to the business, to ensure that it does not "cut off the future by making short-term decisions".

Bristol Airport's aim is to be a world-leading regional airport that delivers unparalleled connectivity and convenience to the people in its region. "What we can provide as a really good regional airport is a service that is cost effective for travellers – point-to-point travel to multiple destinations across Europe and North Africa, with on time performance, and a friendly, convenient, stress-free airport experience," CEO Robert Sinclair said. "And a huge percentage of travellers in our region want exactly that – a convenient point-to-point service to get them virtually anywhere in Europe on time and for a very attractive fare."

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"I truly believe that our regional airports can provide a solid back up to the capital, that they can provide resilience and that they can support local markets, and the Government should make sure that the 40 million people living outside of the South East get the air capacity that they need and the links that they need to ensure that those regions deliver for those communities," he said. "The South East is very important, but our regions are very important, and whether we like it or not we are an island community, and we rely on aviation."

STOPPERING LEAKAGE TO THE SOUTH EAST

People in the South East experience ubiquitous access to global travel that is not enjoyed anywhere else in the world. Elsewhere in the country though taking a flight can sometimes mean hours of travelling before even stepping onto a plane, but the regional airport community is working to change this, providing accessible, convenient travel to their catchments. Although – due to its sprawling range of destinations and exceptional long haul-connectivity – a portion of the regional market share will likely always belong to Heathrow, regional airports in apposite locations are working to claw back passenger leakage to airports in the South East.

Though Bristol Airport's growth has been an industry success story over the last decade, it is still seeing more than six million passengers from its region travelling to London airports to fly. But as growing passenger numbers demonstrate, many are beginning to choose to fly locally, and the greater concentration and consolidation of activity to main regional airports is an underlying trend that's taking hold of the industry. Larger regional airports such as Bristol are beginning to attract leading airlines, who are bringing their passengers with them. "While clearly we don't believe Bristol Airport can provide the solution to the South East capacity issue, we do believe we offer a more convenient alternative for passengers from our region. This will free up



"The provision of good surface access links is the life blood of any successful airport," said Dave Lees, Managing Director, Southampton Airport. "Southampton Airport has the closest mainline station to any airport terminal in the UK". The airport's exceptional transport connectivity via motorway and rail means that one million people reside within 30 minutes of the airport, and over three million within an hour, and Southampton's surface links also make it strategically well located to contribute to the relief of capacity issues in the South East.

some capacity in the South East in the process," said Robert Sinclair, CEO of Bristol Airport.

"Our objective is to be a world leading regional airport. It's not to compete with Heathrow, and while we are partly focused on the leakage issue, really what we're aiming towards is being just an absolutely outstanding regional airport. A world-class regional airport. A local airport that provides fantastic connectivity for the people living here, to the destinations that they want to go to." Bristol Airport's aim is to meet the needs of its consumers by providing accessible air travel to the people in its region, with cost effective fares on point-to-point travel to multiple destinations across Europe and North Africa. It has looked to the market, and found that, while consumers want connectivity, they don't want to drive two and

a half hours to a capital city to get it. "It's our experience that when there are services available from a local regional airport people prefer to fly from their regional airport," Sinclair said. Because congestion is all but absent from Bristol's air space there are virtually no delays in holding patterns, meaning that disruptions for passengers are a rare occurrence, while, its terminal being relatively small by airport standards, walking distances are shorter and much easier for passengers to navigate. Together, these advantages enable it to deliver a strong, punctual performance and a friendly, convenient and stress-free airport experience, and it is in these characteristics that the strength of the regional airport lies.

"Regional airports provide a convenient and friendly service enabling passengers to cut down

on long surface journeys before they fly. Hub airports have an important role to play, but they do not necessarily suit the operating models of some of our most successful airlines and can impact the development of vital point-to-point routes from the UK regions," Sinclair remarked. "That is why it is important we do not overlook the interests of airports outside London in this debate. Aviation policy should encourage the use of regional airports and support investment in airport infrastructure and improved surface access."

THE IMPORTANCE OF SOLID SURFACE TRANSPORT

As well as revolutionary infrastructure developments and ever growing global connectivity, increasingly fast and convenient surface access connecting regional airports to London and the rest of the country has rendered

them even more relevant to the debate surrounding the aviation industry's future. "The provision of good surface access links is the life blood of any successful airport," said Dave Lees, Southampton Airport's Managing Director, "Southampton Airport has the closest mainline station to any airport terminal in the UK". The airport's exceptional transport connectivity via motorway and rail means that one million people reside within 30 minutes of the airport, and over three million within an hour, and Southampton's surface links also make it strategically well located to contribute to the relief of capacity issues in the South East – given the planned shortfall in airport capacity for at least the next 15 years, Southampton is strategically well located as a further entry point for London. With three rail services an hour to London

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 passenger screening covert testing
 materials screening



“Wilson James has had a highly positive effect on passenger's overall experience at Luton Airport”
 London Luton Airport

“WJ's performance was second to none and our relationship is all the stronger as a result”
 Manchester Airports Group (MAG)



Angus Wilson, Director Aviation & Maritime Services
angus.wilson@wilsonjames.co.uk

Waterloo, and with a journey time as short as 68 minutes, Southampton is well positioned to become an emerging and growing 'London Link'. The announcement of the proposed Southern rail link to Heathrow will also allow greater access for passengers connecting through Southampton Airport who are seeking onward connections to Heathrow.

The airport's vision is to become "the leading regional airport in Europe", and it continues to play an increasingly important role in providing air connectivity to central Southern England for short haul destinations. In response to the Airports Commission, Southampton Airport submitted a proposal for a runway extension to the north of its existing runway in the form of a starter strip, which would open an array of new opportunities in regard to the type of aircraft using the airport, and the range of destinations served. Its proposed growth aspirations will complement whatever decision is made on the new runway development in the South East of England, as the airport's core markets will continue to be focused on domestic and European destinations, whereas additional future runway capacity for the South East of England is primarily centred on serving medium and long haul connectivity requirements for the UK.

"Regional airports certainly play a crucial role in serving the needs of regional economies, however few airports will be large enough to sustain a broad range of high frequency long haul scheduled services," Lees added. "I therefore see the opportunity for both airport models to co-exist and indeed be complementary to serve the needs of UK plc in future, both regional, and national," he said.

REGIONAL AIRPORTS SERVING REGIONAL COMMUNITIES

The importance of airports to the regions that they serve is indisputable, and Newcastle International is an airport particularly pivotal to the prosperity of its region. It delivered £646 million to the



"Thriving regional airports can help to rebalance the economy," said Dave Laws Chief Executive of Newcastle International Airport. "By improving connectivity we can benefit existing businesses and also relocating businesses. Regional airports can also help to significantly boost exports." By 2030 it is estimated that the airport will contribute £1.3 billion to the regional economy, and support up to 10,000 jobs in the region.

regional economy in 2012, and by 2030 it is estimated that this figure will grow substantially to up to £1.3 billion, when it will also support up to 10,000 jobs in the region. Inherent to the masterplan 2030 that it launched last year are plans for the significant economic benefits the airport will deliver to the region over the next two decades, and its growth is centred on maximising its potential to serve the North East of England and beyond with as many direct services and hub connections as possible.

A region's connectivity goes hand in hand with economic growth, and direct air links from regional sites drive inward investment, influence relocation decisions and encourage inbound tourism. Spreading the benefits of connectivity more evenly would help to rebalance the UK economy – but only in the right infrastructure.

"Thriving regional airports can help to rebalance the economy," furthered Dave Laws, Chief Executive of Newcastle International Airport. "By improving connectivity we can benefit existing businesses and also relocating businesses. Regional airports can also help to significantly boost exports."

The North East is the only region in England with a positive balance of payment in exports. The value of exports flown from Newcastle has grown from £20 million in 2006 to over £250 million in 2013, much of which is carried on its Emirates service. Trade between the North East and Australasia has also grown from £150 million in 2007 to over £360 million in 2013. "This demonstrates how a new air service can be genuinely game-changing," Laws said. "Regional airports play a critical role in providing connectivity to serve their

regions. The direct connectivity provided by the daily Boeing 777 Emirates service to Dubai, for example, has provided many benefits for regional businesses and the North East economy as a whole. This long haul hub connection complements the connectivity we have via Heathrow, Amsterdam, Paris and other European hubs."

Though the Airports Commission's eventual decision in 2015 will determine which of the South East hubs will be the subject of expansion, its choice will undoubtedly affect not just London's sites, but airports countrywide, and consequently is highly anticipated by all. Newcastle Airport's masterplan can be delivered largely irrespective of the outcome of the Commission, but its findings will have significant implications for its overall connectivity, as Newcastle is a regional airport that relies

upon the hub connectivity of Heathrow, and understandably it wants it to grow. "We very much welcome the two options for Heathrow," Laws explained. "Our British Airways service to Heathrow is our single biggest service. Half of the passengers using the service connect to another European or worldwide destination via Heathrow, therefore it is of critical importance to the connectivity of the North East. By expanding Heathrow's capacity we can hopefully safeguard these important services – currently running at up to six a day."

REGIONAL AIRPORTS MUST NOT BE FORGOTTEN

Sinclair commented that "changes to the geography and capacity of the London airport system could have repercussions for regional airports, and regional economies, across the UK and these need to be fully understood and carefully considered", and it is a sentiment with which every regional airport director will likely agree. Whatever conclusions the Airports Commission reaches must be informed by its terms of reference, which include a commitment to maintaining a UK-wide perspective, taking appropriate account of the national, regional and local implications of any proposals.

Something on which the UK's regional airports agree, is the importance that Government does not lose sight of the role airports outside of London can play. "By reducing reliance on the London airports for short haul point-to-point travel, we can provide a more convenient alternative for many passengers and, at the same time, free up capacity during the decade or more it could take to deliver a new runway in the South East," Sinclair said.

"We are a well-connected country with a great infrastructure," added Kehoe. "We should maximise that and ensure that our regions have that great connectivity, because with that will come prosperity, and with prosperity will come all the things that we want for our country."

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'A NEW ERA OF PROSPERITY' AT LONDON SOUTHEND

■ The story of London Southend Airport is one of transformation. Since its acquisition by bastion of British transport the Stobart Group in 2008, an extensive portfolio of radical and revivifying modernisations and ever increasing network connectivity have revolutionised the airport – now the subject of a deluge of award nominations and consumer acclaim. It's no surprise then that travellers are flocking. 2013's passenger traffic momentarily eclipsed the previous year's, with the 970,000 passengers that passed through its doors marking the regenerated regional airport's busiest ever year, and mightily exceeding the 692,000-passenger highs of its 1960s heyday, when London Southend was the third busiest airport in the UK. The 57.1%

The third phase of London Southend's £10 million terminal extension was completed in February, and is the latest in a vast series of radical modernisations that have transformed the fortunes of the airport in recent years. Operations Manager David Lister explained to Amy Hanna how the Stobart Group's unique, 'simply easier' passenger experience is driving more and more passengers to choose Southend's regenerated regional airport.

increase in its passenger numbers between 2012 and 2013 was among the highest growth of any European airport, and London Southend's smooth and enjoyable airport experience is driving more and more passengers to choose London's newest airport – current forecasts anticipate that its traffic will grow beyond two million passengers by 2020.

RADICAL TRANSFORMATION

The fortunes of London Southend were markedly

altered when it was purchased by Stobart Group for £21 million just over five years ago. The UK's largest multimodal logistics company had come up with a multi-million private sector investment plan to totally redevelop the location into a modern and efficient regional airport in time to serve the South East for the 2012 Olympic Games, and envisioned the creation of a model air transport terminal in which the marriage of congestion-



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More than £120 million has been invested in London Southend's modernisation since Stobart Group acquired the airport in 2008. The developments include the recent construction of a new railway station, and the implementation of the crucial rail link between the airport and London Liverpool Street. The airport has up to eight trains per hour to the heart of the City with a journey time of just 53 minutes.

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London Southend's smooth and enjoyable airport experience is driving more and more passengers to choose London's newest airport – current forecasts anticipate that its traffic will grow beyond two million passengers by 2020.

SAFESKYS BOOST THEIR TEAM

Martyn Jeffery has joined SafeSkys as its Director Air Traffic Services (ATS). Martyn brings nearly 40 years of operational and senior management experience, including the Manager ATS at Gatwick, Heathrow and Aberdeen airports as well as Airspace Policy posts.



Martyn Jeffery has joined SafeSkys as its Director Air Traffic Services (ATS).

As General Manager (GM) ATS at Heathrow, Martyn was involved with major projects associated with the planning and implementation of the new Control Tower and the 360° visual simulator. Martyn held the post of Group GM for Gatwick, Stansted and Southampton

airports and has held a senior ATS management role for the 11 airports within the HIAL group. Martyn joins SafeSkys with responsibility for its Safety Management System and managing its growing ATC and ATC engineering division.

Dr Steven Wilson has joined as the Chief Instructor of SafeSkys' Bird Control & Wildlife Division. With a PhD, a Post Graduate Certificate of Education and a BSc (Hons) in both Psychology & Zoology, the latter generating a lifelong interest in ornithology, Steve is well qualified to deliver Wildlife & Habitat Management training programmes to meet customers' needs.

Steve will work under the banner of Avian Safe, a



Dr Steven Wilson has joined as the Chief Instructor of SafeSkys' Bird Control & Wildlife Division.

member of the SafeSkys group of companies which has been formed to offer airports Wildlife & Habitat Management Services such as surveys, audits and staff training, as well as assuring that existing

standards are fully effective and accord with current and emerging legislation. Birds, aircraft and airports do not mix well, but Avian Safe will help safeguard airports to ensure that all three co-exist safely.

London Luton Airport

London Southend Airport

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free air space and unsurpassable surface transport made for a 'simply easier' travelling experience.

Andrew Tinkler, the Group's CEO, said at the time: "It's not every day you get the chance to build a new airport for London. We wanted to offer travellers a better alternative. So we designed an airport with one thing in mind - making the experience easier."

At the heart of the airport's metamorphosis are sophisticated facilities and spectacular customer service, and the Group capitalised on its new opportunity to create a common sense airport journey, a stress-free experience and an environment that catered to the every need of all of its passengers.

"And that has been the key to our success," explained London Southend's Operations Manager David Lister. "We have been able to design an entire airport experience from scratch

with simplicity, speed and service as paramount considerations."

The Group has invested more than £10 million into the recently completed redevelopment of London Southend's passenger terminal - a modernisation dedicated to creating an unsurpassable airport experience. A 90m extension has facilitated the addition of a new Arrivals area, which features enhanced baggage reclaim facilities and additional space for immigration as well as a dedicated domestic arrivals route. The amount of space for passengers in the security area has also increased, as well as the number of check-in desks and baggage drop off points, while the Departure Lounge has grown in size by 4.5 times, to enhance the experience for passengers relaxing and awaiting boarding after security.

"At London Southend passengers flying out from the airport should wait for no more than four minutes for security, whilst those arriving with just hand luggage can expect to travel from plane



03

to train within 15 minutes of leaving the aircraft - or 30 minutes with checked luggage," Lister enthused. It is these high standards of service that he deems responsible for London Southend's flourishing popularity over the past 12 months, and why it was voted the Which? Best Airport in Britain. "So that is exactly why we have extended the terminal, to ensure that our unique standards of customer service are not compromised as passenger numbers grow over time."

The plethora of upgrades at London Southend has also seen the implementation of increasingly enhanced surface transport connections, including the invaluable new rail link to London Liverpool Street station. The new railway station - and swift, simple and regular connections to London - have been ingredients essential to the airport's success. "Our station sits on the Southend to London Liverpool Street line, and has up to eight trains per hour to the heart of the City with a journey time of just 53 minutes. During the Olympics this was really important to us, as we were the only UK airport with a direct train link to the Olympic Park at Stratford - which can be reached in just 44 minutes from London Southend." With over £120 million having been invested to date in the airport's development, London Southend is an apposite example of private sector investment working in partnership with the Government to create a transport infrastructure that includes not just the airport network, but also connectivity with National Rail, all funded through private sector investment.

"We are indeed on the way to achieving a new era of prosperity," Lister said. "Going forward we will continue working very closely with all our current partners - as well as speaking to potential new ones - in order to offer an even wider variety of destinations for business and leisure travellers, all year round, as well as ensuring we continue to deliver on our commitment to customers of a simply easier airport experience."

'A SIGNIFICANT LONDON AIRPORT'

Five additional aircraft stands have also been added to the airport's infrastructure in recent months, significantly increasing the airport's capacity, and further supporting its growth. This - along with the thoroughgoing terminal extension - has enabled London Southend to make a real difference to the region's capacity crisis, while other London airports are operating at or near capacity at the peak. "We have plenty of space to grow and develop over the next few years, and with our award winning service and excellent value tariffs, we expect the range of airlines and destinations to continue growing at London Southend," Lister explained. "With much debate about future airport capacity in the South East, we feel the overall investment at London Southend demonstrates the significant capability which now exists here and we have been actively engaging with the Davies Commission to ensure the airport's potential is understood. Our vision is to enable London Southend to achieve its potential as a significant London airport, through maintaining high levels of service and a regional airport feel."

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The fortunes of London Southend Airport were radically altered in 2008 when it was purchased by the Stobart Group. The UK's largest multimodal logistics company had come up with a multi-million private sector investment plan to totally redevelop the location into a fully-functioning, modern and efficient regional airport.

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■ The Airports Commission's interim report references the noise impacts of aviation, highlighting its importance as a factor influencing decisions on airport capacity and also the balance between local considerations and national interest.

With noise requirements becoming stricter in terms of levels and compliance, airports should be communicating their noise reduction measures. Indeed, the balanced approach to noise management adopted by airports goes beyond compliance, measurement and reporting.

"Noise communication is essential to every airport's overall communications strategy," explained Vicki Hughes, Managing Director, Noise Communication Solutions Ltd. "Best practice methods, such as holding seminars, outreach meetings, and regular community newsletters are important. But in our view the value of accreditation is key in not only providing the airport with a stake in the ground of where it is with noise management, but also how it is aligned to best practice." It is worth noting the inclusion

BEST PRACTICE IN NOISE MANAGEMENT

Outwardly committing to managing noise and its effects on local communities demonstrates that an airport is taking noise seriously and is not simply a 'noise compliant airport'. This generates the trust without which airports cannot obtain their licence to grow, develop and contribute to the economy, as Vicki Hughes, Managing Director, Noise Communication Solutions Ltd, explained to Ross Falconer.

of noise communications within Sustainable Aviation's Noise Road-Map.

Gatwick Airport's 'Fly Quiet & Clean' (FQC) programme was launched at its annual noise seminar in December 2012. Noise Communications Solutions organised the seminar and sees the airport as an excellent example of noise communications best practice. The seminar brings together a number of Gatwick's noise management initiatives – Airport Collaborative Decision Making (A-CDM), airspace management, an innovation group and the use of performance based technology. "FQC pulls together innovative approaches to noise management that are often

dealt with separately, and puts them all together in one approach," Hughes added.

NOISE ACCREDITATION

Environmental Noise Accreditation (ENA) – which is owned and operated by Noise Communication Solutions – is currently working with an, as yet, undisclosed UK airport to take it through all the stages of full accreditation as a 'pilot' project. "We have completed stage one and are currently working on stage two," commented Hughes. "On completion, we can talk publicly about the achievement and accreditation gained. We have several more airports waiting in the wings, but are keen to complete the pilot

accreditation first. We are very excited about talking about the outcome in due course."

ENA provides a continuous improvement roadmap, pulling everything together under one noise management banner. "Airports have several other initiatives available to them, such as noise action plans, local environment plans, ISO 14000 etc, but ENA brings the whole lot together and provides a framework for the airport's noise management function," Hughes said.

Noise Communication Solutions is also in the final stages of writing an entire noise framework document for a particular airport. This will detail

their internal handling processes for noise management, as well as their external policies, and provide clarity and consistency for the local community on how the airport manages noise. It has also peer-reviewed Virgin Atlantic's Noise Management Policy, advising the airline on best practice noise communications and noise policy.

"Our advice is always to go that little bit further and communicate all that is being done, and why, to local communities. Helping them understand noise and de-mystify issues on noise is pivotal to gaining trust. It is also crucial to continue that dialogue, to listen and engage," Hughes concluded.



Gatwick expanding noise mitigation scheme

Gatwick Airport has announced that it is significantly expanding its noise insulation scheme, meaning it will cover over 1,000 more homes across Surrey, Sussex and Kent. They will be able to apply for up to £3,000 towards double glazing for their windows and doors, as well as loft insulation.

The extended programme will be rolled out from 1 April 2014, and the major changes are two-fold. Firstly, the noise boundary for the scheme has increased by using a lower level of noise as a baseline; the boundary line is flexible to ensure entire roads and communities are included. Secondly, the noise contour boundary has been drawn along the flight paths by 15km to both the east and west of the airport.

Stewart Wingate, CEO Gatwick Airport, commented: "The leadership position we have taken on aircraft noise today shows the importance we attach to our local community as we continue to compete and grow from a single runway, but also as we plan to build a second. We understand that the public's tolerance to noise is much lower than it was which is why we are now extending our noise insulation scheme to cover the 30km flight path east and west of the airport."



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■ Within the airport baggage sector, Babcock International Group provides operations, maintenance and engineering support services. It also delivers expertise to airport operators in baggage processing, operational management and specialist engineering skills, including the design, installation and management of complex baggage systems, as well as providing expert advisory services in improving and updating existing baggage systems.

The capabilities of baggage handling systems will expand to service increasing passenger and airline choice, with customers also benefitting from greater efficiencies and a longer operating life of these systems. "In partnership with our customers, we are continually looking to improve the passenger experience and reduce costs to their end users, and see the key advancements in the future continuing to build on this," commented Mike Westman, Head of Business Development Support Services, Babcock International Group. "Information is and will remain king as customers look to us and other providers to deliver ever more granular schedule and bag data to drive strategic baggage decisions. Similarly, advancements in airport communications will deliver



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Westman: "We are extending the life of Heathrow Terminal 1 through a number of small projects and preparing Terminal 1 to receive the bags from the new Terminal 2."

ENSURING A RESILIENT, SEAMLESS BAGGAGE SYSTEM

The development of new airport terminals is increasingly evolving as processes and passenger requirements change. Babcock International Group's Mike Westman, Head of Business Development Support Services, outlined his perspective on future baggage advancements.

a number of benefits such as messaging services between airlines and airports, minimising the number of bags that need to be managed through exception processes, improving delivery reliability and reducing cost."

Closer working between parties will deliver an ever-improving end-to-end service, while continual developments in manual handling will reduce risk and aid consistency.

BAGGAGE ADVANCEMENTS

Future baggage advancements could include removal of all manual intervention points and having a fully automated end-to-end solution, including baggage transfers to and from aircraft; permanent bag tags programmed via

passengers own mobile devices at home; data transfer from airline to permanent tag via biometric security clearance; baggage systems having full access to passenger itinerary via web services to ensure that messaging issues become a thing of the past; and high speed/throughput bag drop off, minimising check-in area footprint.

"Rapid bag transfers will always be a key factor, particularly in major hub airports, and these processes must be incorporated, not add on processes," explained Westman. "A final factor is about robust systems – ensuring that the complexity of baggage solutions and IT dependence does not put the passenger's journey at an unreasonable risk. This is about continuously reducing redundancy, ensuring adequate contingencies and having an overall commitment to deliver passengers' bags to the right place at the right time."

Babcock International Group's latest baggage handling developments include the creation of a customer focused flight managed service centre – arriving and departing – to constantly monitor bag performance



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and provide instant support at Heathrow. The company is also currently developing the Heathrow Airport Airport Data Repository and Management Information System to provide a 'single version of the truth' across Heathrow. It has recently installed a new BagNav solution into Heathrow Terminal 1 – currently being expanded to take control of Heathrow Terminal 4. "We are extending the life of Heathrow Terminal 1 through a number of small projects and preparing Terminal 1 to receive the bags from the new Terminal 2," Westman said. "This has allowed the airport to introduce a new improved passenger experience in Terminal 2 without needing to invest in a significant new baggage system."

In ensuring a resilient, seamless baggage system, Babcock International Group's focus is always on the baggage product as the primary deliverable, with other activities working to support that operational philosophy.

"A full understanding of the customer's operational needs is critical, notwithstanding the operational capacity, and we continually look to close the gap between operational and design capacities. We also ensure a robust change control process is in place," commented Westman. "We work in partnership with the customer and look to continuously improve our services, including advancing maintenance techniques and utilising a controlled improvement process."

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Babcock International Group recently installed a new BagNav solution into Heathrow Terminal 1 – currently being expanded to take control of Heathrow Terminal 4.



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DAIFUKU LOGAN MARKS THE 'ARRIVAL' OF A MAJOR FORCE IN THE BAGGAGE HANDLING MARKET

World-class airport baggage handling systems integrator Logan Teleflex has announced the rebranding of the company as Daifuku Logan. The name change reflects the growing status, global integration and consolidation of Daifuku's global Airport Baggage Handling (ABH) Division, which stretches from the USA across the globe to the Asia-Pacific region, Japan and China.

The Daifuku Group is the world's leading materials handling company, with a 2013 turnover in excess of 230 billion yen. Daifuku entered the airport baggage handling industry some seven years ago and has continued to invest and break

new ground in product R&D, systems and solution design, along with major investments in customer demonstration centres showcasing a full range of integrated product solutions.

These developments, which include innovations in Baggage Tray Systems, Tilt Tray Sorters, DCV and the DuoSys crane systems, are all aimed at providing Daifuku with cutting edge products and its customers with an 'always an edge ahead' advantage. Regional customer service and support offices have also been opened to facilitate key market/customer facing relationships, enhancing the value of all Daifuku Logan solutions. The group has also invested heavily in people,

creating a global resources base and building a unique, highly competent and experienced workforce set for the challenges within the future ABH market.

Daifuku Logan, which has both sales, design and manufacturing facilities along with customer service and support locations based in the north and south of England, France, Asia and China, is a sister firm of Daifuku Webb in the USA. Logan is a name that has been synonymous with the design, manufacture and integration of baggage handling systems and solutions for over 50 years. During this time, Logan has installed over 400 such systems worldwide with a range of ground breaking, innovative products.



As well as changing its name in a move to underline its position as a leading global competitor in the airport industry, Daifuku Logan recently invested heavily in its UK infrastructure and has plans this year to extend its operational bases to Singapore. The company has set in place the foundations for delivering true world-class baggage systems integration to customers.

Ron Osborne, Director and General Manager of Daifuku Logan, said: "We see our name, Daifuku Logan, as the latest step in helping to build Daifuku as a truly global brand in the airport

industry. It means we are up there, competing with the very best in designing, building, installing, operating and maintaining innovative, reliable and highly efficient Airport Baggage Handling."

VANDERLANDE INDUSTRIES TO UPDATE NORWICH BAGGAGE HANDLING SYSTEM

Vanderlande Industries has won the contract to improve and update the baggage handling system at Norwich International Airport. Based on the results of a site survey that highlighted the most pressing issues facing the airport in connection with its baggage handling, Vanderlande recognised that there was no requirement for total replacement and proposed solutions to extend the life of the existing system, improve its performance and minimise the risk of failure. This tailored approach means a reduction in expected investment by Norwich International Airport and highlights Vanderlande's ability to work with regional airports.

Work is being carried out in a live environment with

Vanderlande liaising closely with the airport to provide support for contingency measures. It is expected that the project will be completed in time for half term in May and among the changes to be made is the installation of a new make-up carousel that has a life expectancy of 15 to 20 years.

Commenting on awarding Vanderlande the contract, Richard Pace, Operations Director at Norwich International Airport, said: "Vanderlande Industries was able to provide us with solutions that specifically addressed our needs. The company is helping us improve the operations of our baggage handling system so that we are able to provide a more efficient service to our passengers."



Vanderlande is improving and updating the baggage handling system at Norwich International Airport.

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Siemens was responsible for the design, supply, building and implementation of T2's departing baggage system, which features large collectors and 5.2km of conveyors, and takes 15 minutes to transport a bag from check-in desk in Terminal 2 to the make up in Terminal 1. "No two baggage systems are ever the same, because largely they are defined by the space you're putting them in," explained Ciarán Creamer, Senior Project Manager, Siemens. "One of the requirements of Terminal 2A is that the passenger journey is the main focus, and there's an emphasis on putting baggage systems back of house and making the passenger experience that bit more expansive."

The facility itself is a state-of-the-art baggage system, with centralised controls, manual handling aids and highly resilient operational capabilities. When a passenger checks-in their bag in Terminal 2, it will move down the Collection Levels in the T2 mezzanine and is ejected from Terminal 2 via a link bridge, which has four baggage lines that

INTELLIGENT BAGGAGE DESIGN AND IMPLEMENTATION

At its peak, Heathrow's new Terminal 2 will have the capacity to handle up to 4,800 bags every hour, and the state-of-the-art system implemented by Siemens is now in the course of end-to-end trials at full capacity, to ensure streamlined operations.

run into Terminal 1's baggage system. It is then processed by the high-level baggage controls involved in Terminal 2's baggage application software.

The common use, multi-check-in system is designed to enable each of the 22 Star Alliance carriers, who will soon begin their phased move into Terminal 2, to build passenger baggage handling to their unique requirements, thus giving them maximum flexibility for passenger baggage drop at any assigned desk.

The limited area in which Siemens



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was able to fit mechanical elements of Terminal 2's baggage system installation means that passengers only see baggage operations taking place at the

116 check-in desks on T2's Level 30 and at the 10 arrival carousels on Level 10. "The challenges for us were fitting the baggage systems into an ever decreasing

space, because they do not build these fantastic buildings to show off conveyors, they build them to make it easier for passengers," Creamer said. "It also means exacting engineering tolerances between ourselves and the builders; there's an awful lot of considerations to take into account when you are designing a baggage system into the given space."

Throughout the installation process, the system underwent independent trials to ensure that each of the one million bolts, 1,000 tonnes of steel, 1,500 conveyors and 180,000 metres of cable involved functioned as required, and now end-to-end testing is taking place, to scrutinise the baggage facility in a working environment. Siemens' handover of the baggage system took place at the end of November last year, and it is now undergoing the final stages of testing and integration with T1.



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01 Ciarán Creamer, Senior Project Manager, Siemens: "No two baggage systems are ever the same, because largely they are defined by the space you're putting them in. One of the requirements of Terminal 2A is that the passenger journey is the main focus, and there's an emphasis on putting baggage systems back of house and making the passenger experience that bit more expansive."

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02 T2's common use, multi-check-in system is designed to enable each of the 22 Star Alliance carriers that will soon begin their phased move into Terminal 2, to build its baggage requirements in its own unique way, and also means that passengers can drop their baggage at any assigned check-in desk, regardless of their flight.

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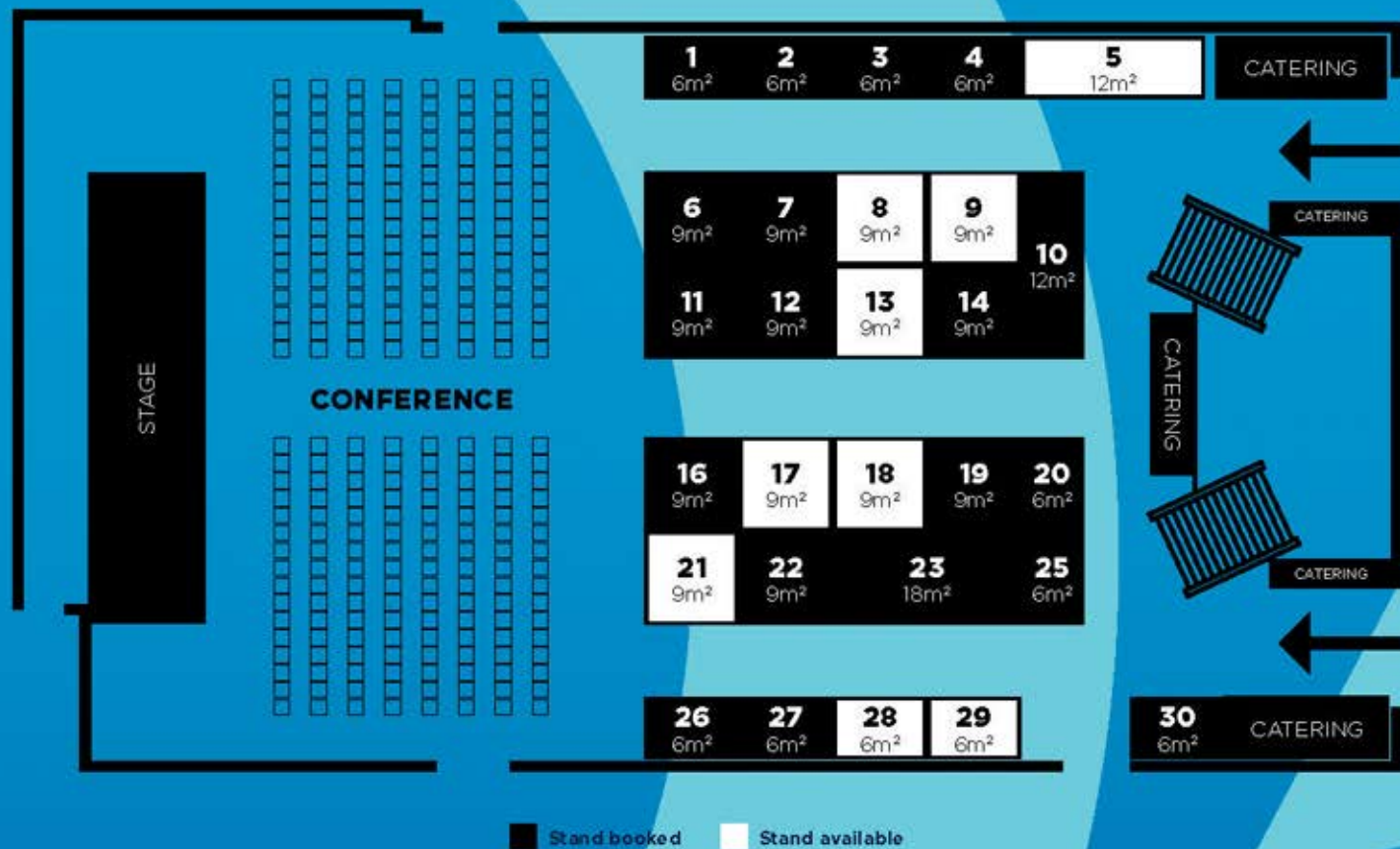


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Manchester Airports Group (MAG) has been pioneering the use of Geographic Information System (GIS) mapping technology within the airport industry for the last 20 years. The Group first started using GIS software in 1993 at Manchester Airport (MAN), to manage noise insulation grant schemes in its local community. But now the software has become a vital strategic tool, and is being applied to a vast assortment of areas throughout the organisation.

The Group utilises advanced GIS technology by Esri UK, which enables the overlay of different types of information on the same map, helping to answer a whole range of difficult questions about assets, planning, passengers, retail, the environment and more. Creating a single view in this way gives MAG the big picture needed to drive more strategic decision-making about assets in terms of investment, maintenance, and the impact of development.

"In simple terms, it's the combination of spatial data, mapping data or the location of a person or place, and the tabular information that you may want to store about that person or that place," said

MAPPING CENTRAL TO MAG'S PLANS FOR THE FUTURE

Like most large and often complex airport sites, the operations, development, and groundwork for future growth across MAG's portfolio rely on location or spatial information of some type, be it asset-related, economic, social, or environmental. For airport frameworks as intricate as those within Manchester Airports Group (MAG), the best way of achieving optimal performance in these areas, explained Vickie Withnell, Group GIS Advisor at MAG, is by using mapping technology.

Vickie Withnell, Group GIS Advisor at MAG. "The size of an airport, with so many different projects and information types being fed through – from the location of air conditioning units right the way through to our passenger characteristics and the ecology in our landscape habitat management area – there is so much data that sits behind an image, and instead of representing it as a table or a graph, we represent it on a map."

A MULTIPLICITY OF BENEFITS

To date, the use of GIS technology has had a multiplicity of beneficial uses across MAG's portfolio. As well as its initial

use by the community relations team to plot the relationship between flight noise contours and residential areas, GIS has helped to optimise MAN as a transport hub, by enabling the airport to ensure that times of surface transport services fit with passenger numbers and staff travel patterns. GIS tools have also helped to maximise passenger throughput, creating a positive customer journey through planning check-in desk locations to facilitate passenger flow to security gates. In order to enhance maintenance services, engineers also use a mobile GIS application to schedule work around quiet periods, to



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account planning constraints too, and it helps us make sure we make the best use of space available," Withnell said.

The next phase of GIS development will enable MAG to visualise assets in many different ways, helping each airport to manage the increasing diversity of each site and plan for future requirements, according to its 25-year growth plan. Due to go live in 2014, implementation of this next phase is already underway, and major development projects such as Manchester's Airport City will be among those first to benefit from the new system. "GIS will help answer complex questions and visualise the future requirements of the project. Applying GIS from the beginning is vital, as it helps us understand the different demands on each location, see them in context of each other and manage them over time," Withnell explained. "As the airports evolve, we need the right tools to determine how to optimise use of our assets and resources. By joining-up related parts of the business, GIS will play a crucial role in helping shape each airport's future growth and development."

minimise disruption to airline customers at busy times.

GIS is also critical to MAG's planning and development strategy. Enabling the Group to examine all the factors that may influence a new development, it augments every decision making process, and allows the planning team to model multiple 'what if' scenarios, and make plans that are based on facts, not conjecture. "It lets us model the commercial, ecological and operational impact of any developments or new infrastructure, taking into



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01 The diversity of MAG's operations demanded a future-proof planning solution that could be configured to deal with new developments and changed over time. "And that's where Esri came into its own, because it was a solution that offered a great deal of flexibility and integration so it can grow with the business," Withnell said.

02 The flexible software also facilitates far more comprehensive relationships with third parties, as it can be adapted to account for the needs of the local community, for example, and enables MAG and its contractors to work from the same operational picture.

AOA supports ORBIS Flying Eye Hospital

The partnership between AOA and ORBIS, the international eye-care charity, represents a unique fusion of aviation and healthcare through which thousands of people have had their lives transformed.

The ORBIS Flying Eye Hospital – a DC-10, to be upgraded to an MD-10 later this year – is the only aircraft in the world with an on-board teaching hospital, and each year it travels to areas in need of specialist training in eye health. This year destinations include China, Indonesia, The Philippines, Mongolia and Peru.

Tragically, of the 39 million people in the world who cannot see, 80% are suffering needlessly from preventable conditions,

with the majority – many of them children – living in the developing world. The ORBIS Flying Eye Hospital travels to these regions, building relationships with local health organisations and improving access to quality eye care, as well as providing hands-on treatments, medical training and public health education. Through this work, ORBIS has helped reduce the number of blind people in the world from 45 million in 2004 to 39 million today, but clearly there is plenty of work still to do.

Since 2006, AOA has generously been supporting ORBIS's Flying Eye Hospital to combat avoidable blindness, raising more than £65,000. With the



Since 2006, AOA has generously been supporting ORBIS's Flying Eye Hospital to combat avoidable blindness, raising more than £65,000.

kind and continued support of AOA and its members, ORBIS hopes to make avoidable

blindness a thing of the past. Could you join us on our journey? To discuss ways to

get involved, please contact Jaymie on jduke@orbis.org.uk or visit orbis.org.uk

Lagan Construction lands three airport contracts

Lagan Construction has won three new airport contracts, in the Isles of Scilly, Bristol and in North Dakota in the US. Lagan Construction's work at the Minot Air Force Base in North Dakota will consist of placing 45,000 tonnes of graded aggregate base course and 35,000 tonnes of polymer modified asphaltic concrete. The £8.2 million contract is programmed to last four months with an expected commencement date of May 2014.

The St Mary's Runway Resurfacing contract on the Isles of Scilly is valued at £3.7 million and will involve runway resurfacing and reconstruction which includes the upgrading of airfield ground lighting, drainage and apron reconstruction. The contract is due to commence in March/April 2014 with an expected six-month duration.

Finally, Lagan Construction

is currently undertaking a £4 million contract which involves the construction of a 65,000 sq ft portal frame hangar at Bristol Airport. Works will also include a comprehensive MEP fit out; internal fit-out to include welfare and office/meeting room facilities. Externally, works will include new hard-standings, landscaping and the realignment of the existing runway.

These contract awards follow the successful completion of the £56 million Guernsey Airport Re-development Project contract delivered by Lagan Construction.

Colin Loughran, Chief Executive Officer of Lagan Construction Group, commented: "We are delighted to be awarded these three airport contracts, in the USA, Isles of Scilly and in the UK. Having completed projects on over 50 airports across five continents, airport infrastructure works are a core part of our business and our teams are experienced in providing the engineering skills and technologies necessary to deliver both airside and groundside support facilities."

Assuring aviation security through covert testing

The terrorist threat level in the UK is 'substantial', based on intelligence gathered from trends and global incidents, perceived aims and capabilities of terrorist organisations and the associated predicated timescales.

As terrorists become more sophisticated, covert testing is becoming critical in testing the robustness and effectiveness of airport security and training. In order to mitigate this risk, the aviation industry's security checks form part of everyday operations. However to ensure standards are maintained, most airports use covert testing as part of their best practice and continuous improvement strategies.

Working across a number of the UK's busiest airports, Wilson James has used its unique knowledge and experience in aviation to conduct covert tests. Its approach enables testers to enter an airport with the intention of progressing through to departures with a prohibited item either on their person or within their luggage, thereby testing security procedures.

With a workforce of over 3,000, Wilson James tester allocation processes ensure that it's unlikely that any member of an airport's search team will ever see the same tester twice, making the tests highly robust and fully transparent with regards to fairness. For specialist situations such as those involving disabled travellers, Wilson James is the first company in the UK to introduce PRM testing. This equips airport security officers with the required skills and appropriate training to deal with disabled passenger situations. Following all tests, comprehensive

reports including in depth trend analysis are available via a secure web portal providing vital feedback to airport operators on security performance, key areas identified for improvement and advice on appropriate training.

Emma Russell, an Aviation Security Specialist who manages Wilson James' testing contracts and airport security personnel training, said: "The areas we cover in our training include bomb detection, weapons, chemicals and suspicious behaviour. We also work to ensure that security teams treat passengers with the respect and care they deserve. Not every person carrying something prohibited is a threat and each and every situation has to be dealt with appropriately."



Wilson James uses its unique knowledge and experience in aviation to conduct covert tests, in which testers enter an airport with the intention of progressing through to departures with a prohibited item either on their person or within their luggage to challenge security procedures.

London Southend, flying higher with RPS Aviation

RPS was appointed by London Southend Airport to extend its terminal building, to enhance services for passengers and aviation tenants.

RPS designed and delivered the original building in 2012 and was subsequently commissioned for the £10 million, second phase of the airport's

development, to enable the airport to cater for two million passengers annually.

RPS extended the terminal northward, increasing it by 50% (90m), enhancing the departure lounge, providing a new arrivals area, check-in desk, baggage reclaim facilities, and increasing space for immigration and

security. Externally associated taxiways and stands were created, whilst complementing the building's original profile, plus a new covered walkway connecting the railway station and terminal all contribute to enhancing the passenger experience.

RPS paid attention to the flows of people and the work's phasing to maximise efficiency and ensure safety, security and service levels were not compromised for all airport users. Communication with

all stakeholders also had a high profile, to minimise any impact upon the client's operations and sustain acceptable passenger service levels.

In August 2013 the airport won the Which? 'Best Small Airport Award', with passengers awarding it an 84% satisfaction score. However, in February 2014, it continued to soar, being recognised as the 'fastest growing airport in Europe' in a survey of 300 airports, recording a 57.1%



increase in passengers from 617,556 in 2012 to 969,950 in 2013 (www.anna.aero).

David Lister, the airport's Operations Director, said: "This is fantastic news and perfect timing as we celebrate the completion of our terminal extension."

Gatwick prepares for future growth with automated passenger verification

London Gatwick's passenger service has been bolstered via a new automated verification system with added functionality.

Human Recognition Systems' MFlow Track solution, combined with MFlow Journey, opens up the possibilities for the airport to make informed gate control and alert decisions based on accurate passenger movement information, creating opera-

tional efficiencies in the process.

MFlow Track v3.0 is an end-to-end biometric solution that has helped London Gatwick to automate passenger identification, enhance its overall passenger experience and grow the airport's non-aeronautical revenue as a result. Now in use by passengers in London Gatwick's North and South Terminals, MFlow Track has led

to security improvements and has already received positive feedback from passengers, airport personnel and airline staff for its ease of use.

Michael Ibbitson, Chief Information Officer at London Gatwick, stated: "By working alongside our existing infrastructure we now have the advantage of leveraging existing investments to



increase the use of biometrics. These enhancements are an-

other step towards a seamless passenger experience."

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Daifuku Logan marks the 'arrival' of a major force in the baggage handling market

"With considerable resources, expertise and knowledge of the Daifuku ABH Group at our disposal, we are already making inroads in providing airports with cutting edge materials handling products, advanced baggage systems and innovative security solutions including the latest in Standard 3"

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APL arrives in Bristol and Cardiff

"2013 was a phenomenal success for us, with the most staff ever placed, up 27% on the previous year," said Aman Gahlan, Manager of Operations at Airport Placements Limited (APL). "With our new operations in Bristol and Cardiff, we anticipate 2014 being even better." Handling agent Servisair, which has recently been acquired by Swissport, is the client at both new airports.

EMPLOYED BY EMIRATES

APL has predominantly provided ramp and passenger service agents, aircraft cleaners, and customer services agents to its clients, but in the last six months it has inked a deal with Emirates to provide staff for its contact centre in Manchester. "This was a coup for us and really highlights our versatility as the 'go-to' aviation recruitment supplier. We expect new clients and

new airports to be added to our growing portfolio this year too," commented Gahlan. Other fields of recruitment expertise offered by APL include airport retail sector, car parking services, fuelling, engineering and industrial cleaning within and around airports.

Behind the scenes, APL's Pre-Employment Awareness Training (PEAT) gained People 1st recognition, setting an industry standard for this type of training and ensuring its customers receive a better calibre of staff from day one of their employment. In addition, its new website candidates' area allows employees to update their personal circumstances as and when their situation changes. "This means that we can then generate improved search results to better meet the candidates' requirements, which ultimately means our clients get a better calibre of staff," added Gahlan.



Now delivering high-calibre staff to five airports across the UK, Airport Placements Limited's Manager of Operations Aman Gahlan has also broken the airline market over the past 12 months, providing contact centre staff to Emirates.

Ron Osborne to lead Daifuku Logan through an exciting decade ahead



Osborne has a vast wealth of senior management experience in the airports industry, winning numerous awards for his work. He has been instrumental in the company's acquisition of more than £60 million of orders from UK airports in a three-year period, and recently has been heavily involved in shaping the company's strategic development plan under Daifuku.

Global baggage handling systems integrator, Daifuku ABH, has announced that it has appointed Ron Osborne as Managing Director of Daifuku Logan with immediate effect.

Osborne, who is based at the company's UK headquarters in Hull, has served previously as Director and General Manager, and throughout his 22-year career with Daifuku Logan has held a number of senior management posts covering all aspects of the business. He takes over from Mike Jeffery, who is stepping down after 40 years to take on a new role with Daifuku Logan in an advisory capacity.

Over the past few months, Osborne has taken the company through a name change and rebranding of Logan Teleflex to Daifuku Logan, further positioning the business in the marketplace as an integral part of the Daifuku Group's Airport

Baggage Handling Division. It is the latest phase of a 'New Vision and New Statement' of intent to compete with the very best in Airport Baggage Handling over the exciting decade ahead.

"I am honoured to be taking over as Managing Director, and being a part of a new management team dedicated to building Daifuku Logan and Daifuku ABH Division as an outstanding brand in the Airport Baggage Handling market," Osborne said. "Over the past year we have invested in a dedicated UK infrastructure with new offices in Reigate. We will see our operations develop further into Asia, China and the Middle East, to provide customers with world class and one-of-a-kind products and services and increase efficiencies in their baggage handling systems. We are already using the might of the Daifuku Group to develop products that will add value to airport projects."

Gatwick introduces skype phone boxes

Gatwick has brought back the iconic red telephone box packed with the latest communication technology. There remains some demand for payphones in the airport environment, where passengers can run out of battery charge, may have no phone credit or are suspicious of their carrier's international roaming call charges. They may need to make an emergency services call, and then there are still some passengers who simply don't travel with a mobile device.

Gatwick wanted an alternative solution to the 80+ BT payphones located around the airport campus. They also desired something eye-catching that provided the basic payphone service, coin and credit calls, and would facilitate skype video calls.

With the increase in broadband speed and capacity, telephone communication over the internet (VoIP) is now

just as reliable as a traditional telephone line, at a fraction of the cost. The new phone boxes at Gatwick Airport, supplied by SurfBox, provide a traditional coin operated payphone which makes calls over the internet (VoIP) and a 19-inch touchscreen for video skype and credit card calls.

The phone box has already proven a great hit with passengers, providing a necessary service and a great photo opportunity, as it's typically British.

Charlotte Christiansen, Business Development & Retail Performance Manager, Gatwick Airport, commented: "The trial of the new phone boxes has brought a breath of fresh air to the airport; it's already proving hugely popular with arriving passengers. We want all passengers to have a great experience at London Gatwick and this has become a great photo opportunity for tourists, whilst providing an essential service in an



Gatwick has brought back the iconic red telephone box, which, packed with the latest communication technology, provides a basic payphone service and facilitates skype video calls.

unexpected and fun way. SurfBox took on the challenge to deliver this innovative, yet essential service; they understood the requirements and they have delivered a great product."

BEHIND THE SCENES: MIKE LITTLETON, COMMUNITY RELATIONS MANAGER, BRISTOL AIRPORT

In a new regular feature, we shine the spotlight on the people at the beating heart of the aviation industry who work tirelessly behind the scenes to keep our nation's airports in motion.

Mike Littleton joined Bristol Airport almost 45 years ago as a Teleprinter Operator in the Air Traffic Control Unit, and worked his way up to Air Traffic Control Assistant before moving onto the airport floor as Terminal, then Airport, Duty Manager. In 2004, armed with a wealth of experience at the helm of the airport's operations and a thick skin – the result of 15 years spent working directly with the travelling public – he took on his current role, in which he considers airport matters from the point of view of local

residents as Community Relations Officer.

WHAT IS IT LIKE TO BE PART OF THE BRISTOL AIRPORT TEAM?

It's quite fantastic. I've been here for over 40 years and it's been a terrific journey. Bristol Airport virtually plucked me off the street, gave me a responsible job, has developed me, given me a worthwhile career and looked after me very well. I'd say that one of the factors behind Bristol Airport's outstanding success is the fact that we are one big family here, and when the chips are down everybody pitches in to make the place work.

HOW DOES THE BRISTOL AIRPORT OF TODAY DIFFER TO THE AIRPORT YOU BEGAN WORKING IN 40 YEARS AGO?

All those years ago Bristol Airport was a provincial airport catering mainly for general aviation and seasonal charter flights to the Costas. Passenger throughput in those days was about 380,000 a year. Now it is a leading regional airport delivering in excess of six million passengers per annum to more than 100 destinations worldwide. When I started working here flying was still a great occasion, and I remember that people

used to turn up dressed in their Sunday best – they would expect silver service in our restaurant and have a full meal before they went. Of course, nowadays, Starbucks is firmly entrenched in our departure lounge, you've got the introduction of low-cost flights, and people dress very differently to fly.

WHAT HAS BEEN YOUR MOST MEMORABLE MOMENT?

There have been many. The opening of our new terminal in 2000 stands out as a significant milestone in our development. I had the privilege of showing HRH The Princess Royal around our new Control Centre!

WHAT IS YOUR FAVOURITE PLACE TO FLY TO FROM THE AIRPORT?

I fly from Bristol as much as possible – I've always found using the airport so convenient and easy. It's a tricky question. With over 100 destinations to choose from, anywhere that's warm, sunny, cultured with good food and wine thrown in gets my vote.

WHEN DID YOU REALLY MAKE A PASSENGER'S DAY?

Occasionally you get a chance to go out of your way to help somebody and that's always great. There was one case in which a frustrated woman

arrived late for her flight. She got her family out of the car, slammed the boot, activated the automatic lock, leaving her BMW running outside the terminal building and her late for check-in. It took us 20 minutes to break in and turn off her vehicle while she went to board her flight, and when she came back she was outstandingly thankful and couldn't believe that it took us so little time to get into her car.

WHAT IS THE MOST IMPORTANT THING THAT AN AIRPORT CAN DELIVER?

Connectivity combined with outstanding customer service.

CAN YOU SUM UP THE ESSENCE OF BRISTOL AIRPORT IN ONE SENTENCE?

It's just full of exceptional people – exceptional people that go out of their way to serve the travelling public and give them the best experience possible whilst they're here.

WHAT ADVICE WOULD YOU GIVE TO SOMEONE ABOUT TO BEGIN A CAREER AT BRISTOL AIRPORT?

Embrace it. I have been fortunate enough to undertake a variety of roles that have broadened my knowledge and understanding of life. Besides providing an amazing career opportunity, I have also enjoyed every moment!



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In 2004, after 35 years at Bristol Airport, Mike Littleton began a new role as Community Relations Officer. "I think we play a very important role in the life of the local community," he said. "Besides providing a varied range of employment opportunities, our Local Community Fund has been established to benefit worthwhile projects in the immediate area. We also provide free parking for local residents to buy essentials in our landside shops and a concessionary travel scheme enables them to travel to the city centre using our Flyer bus service."



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