

PHASE 2 OF STANSTED TRANSFORMATION DELIVERING NEW DEPARTURE LOUNGE

THE AIRPORT OPERATOR

The official magazine of the
Airport Operators Association

AUTUMN 2014



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*Ed Anderson, Chairman,
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CHAIRMAN'S INTRODUCTION

■ Can I welcome readers to this Autumn edition of the Operator. The last few months have been a very busy period for the AOA in terms of engagement with politicians. This has included: a meeting with the Secretary of State for Transport Patrick McLoughlin, to which we also invited Sustainable Aviation to participate; a Chairman's Lunch in Westminster attended by a number of MPs, including the Aviation Minister Robert Goodwill and the Labour Shadow Minister Gordon Marsden; and we have welcomed the Labour Shadow Secretary of State for Transport Mary Creagh to our June Board meeting. Mary Creagh also spoke at the very successful Summer Reception at the House of Commons, which

we hosted jointly with the British Air Transport Association, and which had more than 150 attendees including some 50 parliamentarians.

The Sir Howard Davies Airports Commission has recently confirmed its Final Shortlist of options and confirmed its intention to produce a Final Report in the summer of 2015. We continue to urge the Commission to stick to its timetable and to urge all the political parties to commit to act upon the Commission's findings in order to ensure we have the network of vibrant point-to-point airports and sufficient world class hub capacity the UK needs to link to existing and emerging markets in the future.

The AOA has recently published a new report, 'Sustainable Airports: Improving the environmental impact of the UK's global gateways', which shows the impressive work UK airports have been doing recently to deal with carbon and noise as they grow. It demonstrates conclusively that airports are taking their environmental responsibilities seriously and are working to reduce their impact.

The coming weeks will see the industry working through the coalition group A Fair Tax on Flying, stepping up its campaigning on Air Passenger Duty. This will focus on the penal levels of APD for families and will seek to achieve exemption from APD for children. I urge you all to support this campaign.

Finally, bookings have opened for our Annual Conference on 10 and 11 November at the London Hilton Metropole Hotel. Once again we have an extremely strong line up of speakers, including the Airports Commission Chair Sir Howard Davies, Willie Walsh and Craig Kreeger, the Chief Executives of IAG and Virgin respectively, a number of our leading airport CEOs, the Aviation Minister Robert Goodwill and the Labour Shadow Secretary of State Mary Creagh. We will also be running the popular AOA Annual Awards during the Dinner on 10 November. I urge our Corporate Partners, Silver Sponsors and Associates to consider nominating themselves for awards and urge all members to book for the Conference. I look forward to seeing many of you there.

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PHASE 2 OF STANSTED TRANSFORMATION DELIVERING NEW DEPARTURE LOUNGE

London Stansted's transformation is continuing apace, with Phase 2, the £80 million redevelopment of the international departure lounge, well underway. A major element of this is the greatly enhanced retail offer, and Steve Foster, Manchester Airports Group's Head of Retail, gave Airport Operator's Ross Falconer an exclusive tour, to see the developments first-hand.

Manchester Airports Group (MAG) acquired Stansted in February 2013 and quickly established an ambitious strategy to make the airport the best in London. Its £260 million investment programme is transforming passenger services and facilities, and the £80 million redevelopment of the international departure lounge is the latest stage of this.

The airport's progressive plan is also producing tangible traffic results. Airline growth deals, new route launches and increased frequencies have all contributed to a recent return to growth. The latest available figures for August show an 11.6% rise to over two million passengers for the month – the third consecutive month of double-digit growth. August was the busiest single month in four years and helped boost the annual number of passengers using the airport to over 18.9 million.

Regular readers will know that Airport Operator previously

visited Stansted to report on Phase 1 of its transformation – the reconfigured landside area and new security search zone. At the time, this was approaching completion, and nine months on the impact is clear to see. Our tour followed the route of a typical departing passenger, and the most immediate impression is of the intuitive wayfinding. The security search area is notably enhanced, having been moved away from its central location to a new area twice the size – now 5,000sqm – and flooded with natural light on the south side of the terminal. Accompanying Airport Operator through the security process, Steve Foster, Manchester Airports Group's Head of Retail, explained that the number of security lanes has increased from 18 to 22, with an hourly capacity of 5,500 passengers, and this part of the passenger process was certainly smooth and seamless. The high-tech zone includes 20 automatic self-service gates, dedicated lanes for families



and passengers with reduced mobility, and a fast track lane for premium travellers. The first section was opened to passengers last December, while overall completion and the official opening was in March this year, marking the end of Phase 1 of the airport's transformation.

After navigating security we entered the transference area. Interestingly, to inform its approach, MAG used research by psychologists to understand where passengers feel confused, stressed and relaxed on their journey through the airport. The 542sqm transference

area between security and the departure lounge is one of the most tangible results of this research. "This area is a tranquil space, there's no advertising or messages, and our idea is that by the time passengers have passed through this zone, they feel relaxed and prepared for the rest of their journey," Foster explained.

Immediately upon exiting this calming area, we entered the orientation zone, which when complete will feature a large flight information screen, an orientation map, and essentials including a foreign exchange

unit and Harris + Hoole's first airport coffee shop. It is from here that passengers move on to the main retail area.

GREAT RETAIL POSITIONS AND GREAT ZONING

Of course, Foster's real passion is for retail and this shines through as he talks about the first phase of the brand new departure lounge, which opened in July and boasts the largest walkthrough World Duty Free store in terms of retail space. The store provides a flagship entrance to the new departure lounge, easing passengers on a simple and intuitive journey past essential

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Steve Foster, Manchester Airports Group's Head of Retail, gave Airport Operator's Ross Falconer an exclusive tour to see how Stansted's redeveloped international departure lounge is progressing.

travel retail, luxury goods and high street fashion, and finally on to a dedicated food & beverage area, as well as general seating, located near the departure lounge exit points, meaning passengers can relax in the knowledge they are as far as they can be before departure gates are announced. Flight information screens are being installed in all retail units, and at regular intervals along the main public areas, so that passengers can effortlessly view the status of their flight.

Foster explained that the World Duty Free store is double the size of the previous duty free area, and provides an enhanced customer experience. "It looks really beautiful and sets the tone for the rest of the airport," he commented.

Beyond the World Duty Free store, Stansted's new 'high street' is truly coming to life, as we discovered when we walked past several attractive new outlets that have already opened, including WHSmith, Dixons Travel, Boots, Rituals, The Body Shop, Glorious Britain, Fat Face and JD Sports. The emphasis is clearly on combining an international flavour with some quintessentially British brands. Indeed, the latest store to open was Hamleys on 11 September. The world famous toy store has opened the new larger Hamleys Stansted, which features an extended range of over 1,000 products and a dedicated LEGO area.

What our tour did convey was the intelligent design and layout of the retail area, which aids the intuitive wayfinding process, and also ensures that every passenger passes every store. "We've focused on giving the retailers great positions, great zoning and purpose-built units. We're also exposing passengers to every retail opportunity, so they can quickly make choices as to what they want to do," Foster stated.



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TENDERS FOR 16 RETAIL UNITS

Stansted is currently tendering for 16 new retail opportunities, covering fashion, shoes, accessories and luxury goods – 13 new units and three pop-up locations to test new ideas and brands. The tender process closes in October, and Foster said passengers can expect a few surprises when the units open in August 2015. "I think it will bring some really fabulous new brands to Stansted, some brands that have operated here before, and some that have never operated in airports before, so it's a real balance and is very exciting for us," he enthused.

The development is using feedback from retailers to address the challenge that airport units don't always provide the perfect store footprint to allow them to fully

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The first phase of the brand new departure lounge opened in July and boasts the largest walkthrough World Duty Free store in terms of retail space. The store provides a flagship entrance to the new departure lounge.

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Alongside the enhanced retail offer, passengers can expect an exciting new food & beverage line-up. The diverse mix will include world famous brands, new concepts, a celebrity chef offering, and good old fashioned favourites.

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express their brand. The new departure lounge is being extended by over 60% in terms of floor space and, with unit sizes ranging between 55sqm and 375sqm, opportunities exist at Stansted to reach a wide audience in travel retail.

“The retail offer is an essential part of any airport experience and we want to not only deliver a great retail solution through this major transformation of the international departure lounge at Stansted, but offer something different in the London market,” Foster explained. “Stansted is London’s third largest airport operating from a single terminal building. With only one departure lounge and a terminal redesign that takes all departing passengers on a defined path past each retail unit, the opportunity exists for retailers to enjoy circa 10 million guaranteed footfall from day one trading – more than many shopping centres up and down the country – and those passenger numbers are set to increase in the years ahead.”

CONTEMPORARY, INNOVATIVE F&B

Alongside the enhanced retail offer, passengers can expect an exciting new F&B line-up. The diverse mix will include world famous brands, new concepts, a celebrity chef offering, and good old fashioned favourites. Foster commented that the airport is offering a wide range of options to suit all tastes and budgets, whether that be convenient ‘grab and go’ options, or stylish choices for passengers with more time.

Several brands are making their airport debut at Stansted, including James Martin Kitchen, Harris + Hoole, Cabin (serving fine wines and contemporary British delicacies), and Coast to Coast (an all-American dining experience). Among the other major brands present are Pret A Manger, Starbucks, Burger King, and JD Wetherspoon.

The new Burger King will open for business later this year, and all remaining F&B outlets in spring 2015. Meanwhile, in November 2014 an M&S Simply Food will open in international arrivals.



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Other key aspects of the development include a new Escape Lounge off the main departure lounge, which will be available to any passenger to pre-book, and a 70% increase in passenger seating to 750 seats, including all-important charging points.

15 NEW E-PASSPORT GATES

Stansted has also been working in partnership with the UK Border Force to improve the experience of passengers arriving

at immigration, particularly in peak times, and will soon be opening the initial phase of an extended and reconfigured border control area, including the introduction of 15 new generation ePassport gates to help speed passengers safely and securely through the immigration process.

Since taking ownership of Stansted 18 months ago, MAG has overseen a return to a period of growth and

its investment programme is particularly timely. Stansted is not just getting a makeover, it is receiving a multi-million pound investment to create contemporary, convenient, innovative and stylish terminal facilities. The significant improvements made firstly to the security search area, and now to the departure lounge, are tangible results of its efforts and when fully complete will provide a transformed passenger experience.



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Phase 1 of Stansted’s transformation includes the reconfigured landside area and new security search zone. The number of security lanes has increased from 18 to 22, with an hourly capacity of 5,500 passengers.

05

British lifestyle clothing brand Fat Face has opened a new larger store, widening the clothing, accessory and footwear ranges on offer. Steve Foster, Manchester Airports Group’s Head of Retail, explained that the shack-style interior incorporates textured and reclaimed finishes to create an authentic feel.

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The security search area is notably enhanced, having been moved away from its central location to a new area twice the size – now 5,000sqm – and flooded with natural light on the south side of the terminal.

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LONDON LUTON AIRPORT ON COURSE FOR RECORD BREAKING YEAR AHEAD OF MAJOR REDEVELOPMENT

As London Luton experiences record passenger traffic, it has also received confirmation that final planning consent has been granted for a £100 million development, which will increase annual passenger capacity from 12 million to 18 million per year by 2031, and enable London Luton to become a leading airport serving London, Luton and the surrounding regions.

With all necessary planning processes cleared, the airport will now press ahead with the development and has already launched an extensive procurement

process to select contractors. Construction work is expected to begin early next year.

The plans, including an expanded and modernised terminal building, improved surface access and an upgraded passenger experience, are forecast to increase the airport's annual economic impact by £283 million to £1.2 billion, and create over 5,000 new jobs.

Clive Condie, Executive Chairman of London Luton Airport, said: "The record summer we have experienced is testament to the demand from leisure and business passengers who value the airport's convenient location and

ease of use. Our redevelopment plan marks the start of an exciting new journey for London Luton as we begin the process of transforming the airport. Working together with the support of our owners and our airline and business partners, our vision is for a vastly improved airport, which plays a major role in providing more capacity in the London system."

Construction work will take place over three phases, providing a larger, modernised terminal building with up to 20 security passenger screening lanes; 15 immigration passenger screening lanes; up to eight international and one domestic passenger

Record numbers of passengers have been taking to the skies from London Luton. The airport experienced its busiest summer period on record and the upward trend is set to continue, with passenger numbers for 2014 predicted to be the highest in the airport's 76-year history.

reclaim belt; and increased retail, catering, circulation and seating areas. Other elements of the development include a new two-storey pier, a newly configured road system in front of the Central Terminal Area, a new parallel taxiway to unlock capacity for an additional six million passengers a year from the existing runway, and new car parking facilities including a new multi-storey car park.

Final planning consent follows a number of significant developments at London Luton under new owners Aena, the world's largest airports operator, and the infrastructure fund of Ardian, a private investment company. In March this year,

London Luton signed a new 10-year deal with easyJet, which will more than double the number of easyJet passengers using the airport to over nine million a year. The airport is set to welcome a record number of passengers this year, with throughput expected to outstrip the previous high of 10.3 million in 2008.

Final planning consent for the £100 million development is clearly an important step for the growing airport, and a real vote of confidence in London Luton and its future. The airport is developing and radically improving its passenger experience, while also benefiting the local economy.

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London Luton's £100 million development will increase annual passenger capacity from 12 million to 18 million per year by 2031. The plans are also forecast to increase the airport's annual economic impact by £283 million to £1.2 billion, and create over 5,000 new jobs.

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Construction work will take place over three phases, and will include a newly configured road system in front of the Central Terminal Area.



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CEO DAVE LEES: SOUTHAMPTON AIRPORT 'A REAL ALTERNATIVE TO LONDON'



It is Southampton Airport's aim to establish itself as a leading regional airport, and with a commitment to a 20-minute airport journey and pioneering route network development, it certainly does provide a unique offering for its passengers. Its exceptional surface transport links meanwhile mean the gateway can for many passengers, according to CEO Dave Lees, serve as a real alternative to London's airports for accessing the south of England. Amy Hanna reports.

As passenger numbers flourish, development projects continue to spring up countrywide, and market stimulation remains vigorous outside of its London centre, it seems we are in the midst of a renaissance of regional airports in the UK. Chagrined by current contention surrounding the future of the country's aviation landscape – and the fate of its two largest gateways – travellers are once again recognising the merits of flying from their local airports, shunning London's more sprawling facilities for the convenience of the runways at their doorstep.

With passenger numbers having risen 5% since last year to 1.8 million, Southampton International is one such airport experiencing intensifying interest from its passengers. The airport's quickly traversable terminal and its strong customer service ethos have been key drivers in its growing popularity, while its exceptional surface transport connections and close proximity make it strategically well placed as an entry point into London. In fact, for business passengers, travellers making short trips, and for those four million people that live within an hour of the airport,

Southampton is proving itself to be a real and viable alternative to the capital's gateways. "We have got a lot of very positive feedback from passengers who positively discriminate against the London airports for short haul journeys, because they don't want the hassle of getting there, or to spend the amount of time it takes to go through the airport – being herded through so absolutely," asserted Southampton Airport CEO Dave Lees. "A really positive move is taking place, in which passengers are wanting to use their local regional airport for the convenience that it brings."

Southampton Airport is in a unique and advantageous position – quite literally – being located just an hour and ten minutes from London Waterloo by rail. It also possesses the closest mainline rail station of any UK airport – just 99 steps from its terminal – and, just seven minutes by train from Southampton Central station, no other city in the country has such a quick connection from its local airport to its city centre. As part of its efforts to maximise the efficacy of its rail network, and particularly its accessibility to the capital, the airport has introduced its rail-air

ticketing concept, developed with Southwest Trains and the frequent services it operates into London. Passengers flying with Flybe and Blue Islands can now book their plane and train tickets together, collecting the latter platformside when they reach the rail station. Coupled with the 20-minute maximum journey from aircraft to exit that it promises, the airport has created the sort of seamless journey from plane to final destination that gateways the size of Heathrow and Gatwick can only dream of delivering. "We've had several thousands of people already

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The airport's pioneering route network development strategy is focused on connecting the maritime city with other ports around Europe, in an effort to bolster the strong industry that keeps Southampton afloat. From the winter season, Flybe will operate a daily service to Hamburg, and from there the airport will seek to join up the dots with other key ports across the continent, including Marseille and Venice.

using the newly introduced rail-air direct connection and it's growing in popularity, particularly with passengers coming from the Channel Islands and going to London, who would traditionally use Gatwick. They're now using Southampton as an alternative," said Lees.

This summer, Channel Islands-based airline Blue Islands increased the number of services it operates between Guernsey and Southampton to eight flights a day – a telling indicator of the significant role Southampton plays as gateway to the mainland. This move was in response to demand, as more consumers choose Southampton as their route to central London, increasing its market share. This fourth return flight brings 40,000 more seats to the market, and follows significant investment in December last year when the airline launched its first 66-seat ATR 72 aircraft, dedicated to its Guernsey to Southampton service and a 250% increase in capacity.

The additional Blue Islands services come as the preference to fly to Southampton grows, while passenger numbers for Gatwick continue to decline. In May, 5,104 fewer passengers used services between Guernsey and Gatwick, a drop of 16% from May 2013, whereas Southampton services enjoyed a 44% year-on-year increase with 5,276 extra passengers.

CONNECTING AIR AND SEA

With its competitive connections to the capital, the airport is emerging as an important catalyst for industry – both regional and national – and indeed, for the maritime trade that sustains Southampton as one of the UK's leading ports, it provides pivotal connections to new suppliers,

customers and markets around the whole of Europe. The increasing stability of the airport's position – thanks to its steadily increasing passenger numbers – means that it is able now to capitalise upon its unique circumstances as the passageway to a port town, as it begins to develop its route network in a manner unlike any other airport in the country.

"We're trying to hook into a number of key European hubs, and in particular marry up some of the maritime centres across Europe," Lees explained. "This part of the world has a very strong seafaring history, so there's huge associated industry both from a maritime and an aerospace perspective in this region. We've been working with a number of companies in the industry, to look at what links they particularly want." From the winter season, Flybe

will operate a daily service to Germany's largest port city of Hamburg, and from there the airport will seek to join up the dots with other key ports across Europe, aiming to establish further links in Germany in the form of Frankfurt and Munich, and also in Marseille and Venice, over the course of the coming years. "We are really working to define our unique selling point and our key industry strength in the region," Lees said. The airport's unmatched geographical location means that there isn't, and likely won't be, another airport that can provide comparable connectivity in the UK.

Its evolving route network is just one aspect of Southampton Airport's development, and the gateway to the south of England is also strengthening its emphasis on

exceptional customer service, embracing the opportunities provided by its infrastructure. "Because of our size we can be what we call a 20:20 airport. So door-to-door in 20 minutes whether that's arriving or departing, which you can't find at the other larger airports in the south east of England," Lees stressed. "We see that as a key differentiator for passengers, particularly those wanting to take short-haul trips – our particular focus. Someone considering taking a rail journey can consider using air as an alternative, because they only have to spend ten minutes in the building, and that's the direction that we're going to be taking our proposition in as we go through the rest of this year into 2015."

At the crux of Southampton's approach is what it calls 'breeze through', a passenger initiative all about facilitating a "fast,

easy and friendly" journey. The airport's relatively small scale is a fundamental requisite in its ability to deliver such an experience. Ensuring that it doesn't grow too greatly in size is vital to limiting walking distances, while passenger processes must remain fluid and wait times minimised, and customer service must continue to be second to none, "be it at security or check-in, from catering units or ground handlers". "We want to make flying more enjoyable," Lees said. "Aviation has been tarred with the 'difficult' brush over the course of the last ten years. People have come to think of it as not being a particularly pleasant experience, and what we're trying to do is reverse that and make sure that it's an enjoyable and hassle-free experience, so people will choose it as their method of choice for travelling."



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Southampton Airport's 'breeze through' initiative and its commitment to delivering a 20-minute airport journey from aircraft to ground transport for travellers with hand luggage are just some of the ways in which small-scale airports can provide a passenger experience that international hubs, due to their size, can only dream of.

The £1.9 million rejuvenation of Manchester Airport's Taxiway Juliet is an essential part of its ongoing maintenance strategy, and will ensure the safety and quality of the airfield. Once completed in 13 weeks' time, the works will have a 30-year lifespan before they need upgrading and repairing again.

As we enter the latter half of the financial year, the positive results recorded by Manchester Airport are an encouraging indicator of that which is yet to come. The global gateway to the north of the UK continues to grow, and this year, for the first time since 2008, it has experienced record-breaking traffic of more than 21 million travellers. To put that in perspective, they drink an average of one million pints of beer and eat 300,000 breakfasts every year – and passenger numbers continue to rise, attracted by the wealth of choice offered by the airport's 65 airlines. Ongoing preservation of its airfield is a vital part of the airport's development, and it is soon to embark on the newest stage of its continuing renovations – the restoration of Taxiway Juliet.

Starting in mid-late September and taking place over a 13-week period, the reconstruction works are a vital part of the airport's stringent airfield maintenance strategy. Manchester Airports Group is investing £1.9 million in the project, which encompasses a total reconstruction of the 300x30m taxiway, and will

RENOVATIONS WILL INCREASE TAXIWAY'S LIFESPAN BY 30 YEARS



see the concrete broken out, to repair the formation level and replace the concrete. When complete the works will have a 30-year lifespan before they need upgrading and repairing again.

The works involve a range of processes. From an operational point of view, the main aspect is the creation of the working site, which involves creating a diverted route for aircraft and apron vehicles to use and breaking out the existing area, from which, explained Rory McLoughlin, the airport's Airfield Planning & Compliance Manager, the construction team aims to recycle and reuse as much of the old concrete as possible. "The second process," he explained, "is the construction work itself. This includes working closely with suppliers and contractors

to excavate the area and ensuring all relevant electrical works are undertaken. As part of the works we will re-cable taxiway lights and put in some new LED taxiway lighting."

McLoughlin and his team will work alongside principal contractor Galliford Try and airfield lighting specialist ATG Airports on the project, which will take place five nights a week with the diverted taxiway closed, reopening each morning to aircraft traffic. The excavations fall partly within the strip of the diverted taxiway, which means that the contractor must leave the area in a spotless condition at the end of each shift. "We have already been working with all key stakeholders to ensure everyone is aware and prepared for the works," McLoughlin asserted. "We have also built in

contingency plans should the works overrun. This includes being flexible with the starting hours each night, which if needs be can be extended to allow for any additional time that might be required."

Any project on an airfield presents challenges, and McLoughlin's team will need to work closely with every stakeholder across the airport to mitigate obstacles such as the closure of three aircraft stands, which means remote stands being used at certain times to facilitate the works. "Plus some larger aircraft, like our daily A380, have to backtrack along the runway to get to stand," he stated. "To minimise any issues, we are working with airlines, pilots and Air Traffic Control and will use 'follow me' vehicles out on the airfield."

While the majority of the taxiway renovation will involve rebuilding that which is already there to ensure the efficiency and high quality of the airfield, part of the works will see the improvement and simplification of the airfield's layout. This includes putting a different alignment on the taxiway to make the approach to stands and piers straighter for aircraft. "This in turn allows us to lengthen one of our stands, so once the works are complete it will be able to take a bigger fleet, which means the stand will be more flexible in the future," McLoughlin said.

The rejuvenation of Taxiway Juliet is another aspect of Manchester Airport's dedication to improving its service, and to the ongoing growth of its long haul route network.

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While the majority of Manchester Airport's renovation of Taxiway Juliet will involve rebuilding that which is already there to ensure the efficiency and high quality of the airfield, part of the works will also see the improvement and simplification of the airfield's layout. Once complete the area will have a 30-year lifespan before it needs upgrading and repairing again.



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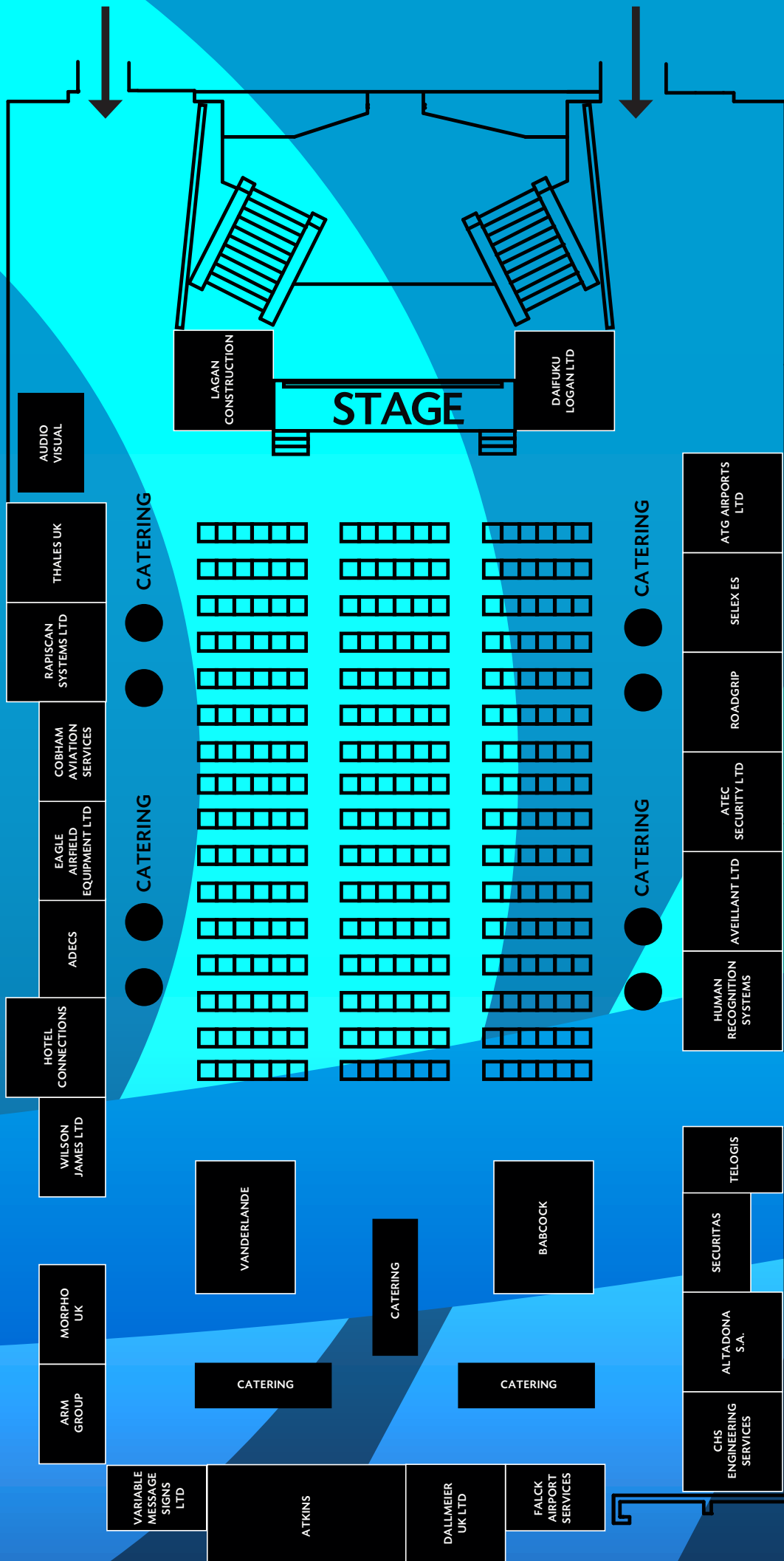
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The impact of the smartphone on the passenger experience has been vast, and new mobile-based technological developments continue to help redefine the travel process. Mobile boarding passes and app-based real-time flight updates have become common features, but some passengers can now even opt to receive proactive, location- and flight-specific messages via their smartphone to further simplify their airport experience.

This summer, passengers travelling from London's Gatwick and Luton airports with easyJet have been able to receive relevant notifications to their devices thanks to the installation of iBeacons by the carrier. The iBeacons, which use Bluetooth Low Energy (BLE) and geofencing technology to interact with Bluetooth-enabled smartphones in their vicinity, have been installed in the bag drop and security areas of the two airports. So, when a passenger walks past the wall-mounted iBeacons, they receive an automatic notification via the easyJet app reminding them to have their documentation ready for inspection at the next checkpoint.

While this is a rather simplistic use of iBeacons to initially test the feasibility of the technology in the airport environment, should the trial prove to be a success, further uses could well be explored.

easyJet's Head of Digital, James Millett, admitted that iBeacons offer "incredible opportunities", and when quizzed on potential future use cases, he explained that they could provide an effective wayfinding solution. "If you have customers queuing to check-in golf bags or bicycles, for example, and they're in the wrong queue, we could potentially have a message automatically sent to them via the app to tell them they are

FROM iBEACONS TO ACE AGENTS—IMPROVING THE PASSENGER EXPERIENCE AT UK AIRPORTS

As the majority of UK airports continue to experience welcome increases in traffic, steps are being taken to ensure that passenger experiences follow the same upward trend. Ryan Ghee reports.



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in the wrong queue and direct them to the right one," he added.

CREATIVE SPACES FOR BUSINESS OR PLEASURE

Beyond mobile technology, we have also recently seen widespread investment in passenger facilities at some of the nation's major airports. At Birmingham Airport, for example, a new Regus Express Lounge will open shortly, providing a dedicated working space for business travellers. A similar lounge also opened in August at Heathrow Airport's Terminal 5, while Gatwick Airport has just unveiled the new 'My Lounge' concept. Designed by No.1 Traveller specifically for the "more laid back traveller", My Lounge

includes a games room, a quiet study area and complimentary Wi-Fi throughout.

"London Gatwick is pleased to embrace innovation and change in being the launch location for this new lounge concept, aimed at the leisure traveller and the savvy new generation of business traveller," said Guy Stephenson, Chief Commercial Officer, Gatwick Airport. "We strive to bring our passengers the best possible experience when they walk through our doors, and My Lounge is an example of a great product as we compete to grow, complementing the investment in passenger experience that we continue to make."

THE VALUE OF TRADITIONAL CUSTOMER SERVICE

This investment in passenger experience by Gatwick Airport also includes the introduction of the 4sqm so-called 'Business

Workboxes' at some departure gates, which can be rented by passengers who are desperate to finish their work before boarding their flight.

The airport has also had a dedicated 'Summer of Care' campaign in place throughout the summer season to help ease the airport experience for leisure travellers. In a similar initiative, travellers departing from Manchester, Birmingham and Luton, as well as Gatwick, have also been able to call upon Monarch's new Airport Customer Experience (ACE) agents if they have any questions or concerns while in the terminal.

Each of these initiatives, spanning from the implementation of cutting edge technology to traditional face-to-face customer service, are helping the UK's airports improve the passenger experience for a broad spectrum of business and leisure travellers.



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iBeacons have emerged as an effective tool to enhance the passenger experience. easyJet and Virgin Atlantic have launched trials, while SITA has established the Common-use Beacon Registry. (Image courtesy of SITA.)

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The new 'My Lounge' at Gatwick Airport has been created specifically for the "more laid back traveller", and includes a games room, study area and free Wi-Fi.

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FLEXIBLE AND CONVENIENT PARKING SOLUTIONS

APCOA UK currently manages the parking and coaching requirements for a variety of airports of all sizes across the country – from annual passenger numbers of less than one million to 70 million. Paul Connolly, Airport Parking Operations Manager, APCOA UK, outlined some of the latest innovations and how the parking experience may evolve.

The huge volumes of passengers and transactions that are handled sets airports apart from other sectors. APCOA acknowledges that each airport is different and ensures that a clear understanding of local requirements is used as the foundation for the delivery of tailored solutions. APCOA UK's clients include Heathrow, Gatwick, Birmingham, London Luton, Aberdeen International, Southampton, and Exeter airports, and it is committed to delivering services that meet the specific needs of these clients.

"At APCOA, we are passionate about airport parking," Paul Connolly, Airport Parking Operations Manager, APCOA UK, explained. "We believe our parking management, technological advances and customer service pedigree to be unparalleled, and have attained recognition of our expertise and capabilities through industry awards and accreditation bodies, including the British Parking Association's Approved Operator Scheme (AOS). In partnership with our clients, we have developed class-leading business intelligence, MI and yield management systems."

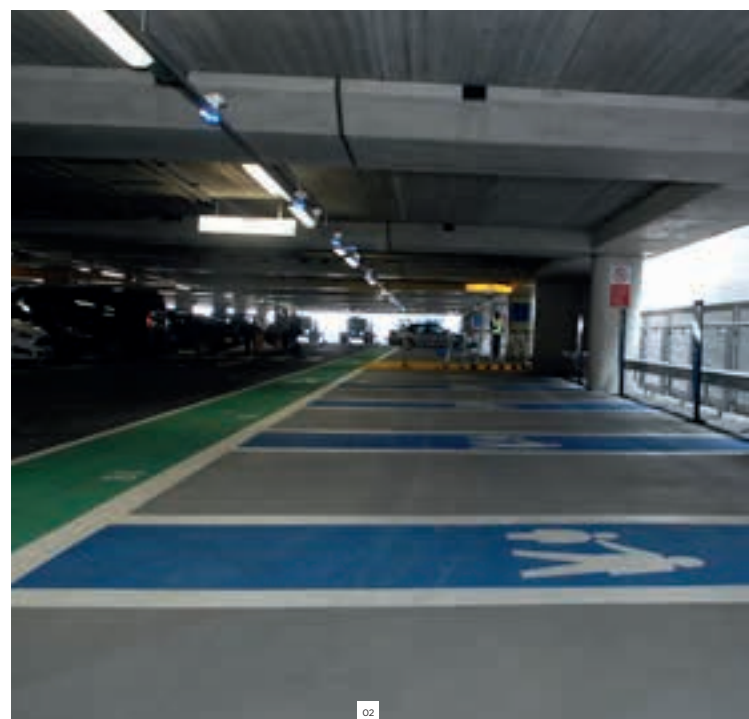
SEAMLESS END-TO-END EXPERIENCE

The fast-moving pace of technology development and its integration into daily life looks set to accelerate over the coming years. Technology is already well integrated into the airport parking experience with ANPR recognition of vehicles and advanced bay monitoring systems, which help to streamline the user experience, directing customers to a space more easily and helping them to locate their vehicle on return. "Customers are demanding increasingly flexible and convenient ways to solve their parking needs, and we expect this to continue with the main development on the horizon being the development of the 'connected car', which will integrate with a variety of systems, technologies and agencies through linked smartphones, installed SIM cards, NFC and other communication technologies to provide a host of service enhancements, which would not have been possible before," Connolly said. "Examples include smart traffic information and routing, seamless payment solutions and dynamic tariff solutions."

As travelling through the airport involves interaction

with a number of different processes – parking, check-in, security, boarding, etc – any simplification is welcome. One such potential enhancement to streamline and simplify some of the disparate processes is the drop-off of baggage in the car park and transfer to the final destination. "This relatively small change removes the physical aspect of dragging heavy cases through a busy terminal building and would make the airport experience just that little bit more pleasant," Connolly commented.

He added that parking does not figure highly on customers' minds when they travel to the airport. To connect with flights to their final destination, they must travel to the airport somehow and, therefore, airport parking is often a grudge purchase. "The holy grail of airport parking is for customers to have a seamless end-to-end experience where everything goes right, making the experience wholly unmemorable," he stated. "There are some aspects of the service that customers love. Valet Parking, for example, has grown from strength-to-strength, as customers appreciate the benefit of being met at the airport and having their car parked for them."



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One of the main 'value add' installations at Heathrow Airport's new Terminal 2 is the 'Car finder'. Each bay is fitted with an overhead ANPR camera, and the integrated technology means when you key in your registration, you are told exactly where your car is located.

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The new multi-storey car park facility at Heathrow's Terminal 2 opened for business in June 2014.

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■ Hampshire's TAG Farnborough Airport has played a pivotal role in the history of British aviation. Described by its CEO as "where the past meets the future", it is arguably the birthplace of modern flight; the country's first powered plane took off from its runway in 1908, and aircraft have continued to do so ever since, making it the longest continually active airport in the UK. Once the country's centre for vital development and research into airborne technology (the advent of the Concorde was pioneered in Farnborough), it is now the leading business aviation airport in Europe, and the only one in the country devoted to business passengers.

The airport is well known for the important part that its airfield plays in the ongoing development of the aerospace industry as the home of

THE BUSINESS OF BUSINESS AVIATION

As Europe's leading business aviation airport, and the only facility dedicated to business travel in the UK, TAG Farnborough Airport plays an important role in the prosperity of industry in not only its local community, but on a national and international level. The world of business moves fast, and CEO Brandon O'Reilly explained how the airport is developing to stay at the forefront of the sector.

one of its most significant trade events – Farnborough International Airshow, and is also a key driver for industry across the spectrum, providing a vital dedicated gateway for business passengers just 40 miles from central London. And as the global financial recovery propels international industry to heights even greater than were seen before

the fiscal crisis of 2008, TAG Farnborough Airport and the connectivity it provides have never been more significant.

"As the world's GDP grows, the economic engine of the world restarts and real growth starts to take place around the world once again, it means more people are naturally starting to travel," said TAG Farnborough

Airport CEO Brandon O'Reilly. "People travel for a number of reasons – for leisure, for education and for business, and for those travellers involved in inward investment and overseas trade at the higher end of the business market, there is often a need to be in places that commercial aircraft will not get you to, or won't get you to efficiently or quickly

enough." Specialist business travel, O'Reilly explained, unlocks unique opportunities by delivering journeys that other airports are not capable of delivering. "There are passengers who need to travel to three cities in one day, to sign agreements so that they can beat the competition – they travel on business aviation, they don't travel commercially.

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"There are passengers who need to travel three cities in one day, to sign agreements so that they can beat the competition – they travel on business aviation, they don't travel commercially," TAG Farnborough Airport CEO Brandon O'Reilly explained. "Airports like ours facilitate that sort of economic activity – and without such facilities less of such activity would occur."



Airports like ours facilitate that sort of economic activity – and without such facilities less of such activity would occur. We believe that it is absolutely vital for inward investment and overseas trade, and the fact that an airport like Farnborough is located so close to a world city, a world financial centre, a world economic enabler like London, is essential not only for the regional economy here but also for the national economy and the European economy as well.”

DEDICATED BUSINESS AVIATION

Just as the world of business never stands still, business aviation is always evolving, and TAG Farnborough Airport must adapt accordingly. Its solely business customer base meant that the economic downturn had a marked impact upon its traffic, but with its recovery the airport is experiencing an upturn in its passenger numbers once again, and will see around 25,000 movements take place this year. It is the first time since the onset of the global recession some six years ago that it has seen such rapid growth, and passenger numbers have undergone between a 5%-8% rise year-on-year every month in 2014. The mix of aircraft that the airport receives is changing too. The Olympic Games in 2012

brought about the beginning of an increase in the number of large, airliner size business jets that did not cease – the 45% increase in 2012 over 2011 continued into an 8% increase in 2013 over 2012. “Those types of aircraft have continued to come to Farnborough, and I suspect it’s a mixture of two things,” O’Reilly explained. “One is the ongoing economic recovery and the other is, once passengers get a taste for coming here, they obviously like to come back again rather than fly to other airports where business aviation is not as dedicated as it is here.”

Another interesting dynamic that is emerging at TAG Farnborough Airport is variation in the origins of its arriving business aviation aircraft, with the mix of travellers using its facilities gradually changing. Although the lion’s share of its business still comes from within Europe, the airport is presently witnessing the renaissance of global corporate travel. American travellers, O’Reilly explained, are employing business aviation to the degree that they were prior to 2008, while travellers from the Middle East – a region that has always had very strong connections to London, and therefore Farnborough – have returned

to the airport in numbers that have not been seen since the recession began. “The really interesting development has been Asia,” O’Reilly continued. “Numbers are relatively small but the percentage increases are quite large again. Chinese aircraft we’ve seen come in at about an 8% increase in 2013 over 2012, and we’re seeing an increase of similar numbers this year as well. This is a real reflection of the world economy and where growth is occurring – when we forecast our growth, the global GDP is a very good guide as to how well business aviation will do.”

Achieving an exemplary standard for his business aviation passengers is plainly O’Reilly’s passion, and in his role at the helm of the business he is fundamental to every single aspect of the airport’s service, due to the fact that TAG Farnborough Airport Limited owns the airport site, operates the facility, and delivers all services, including the provision of fuel and engineering. Of the wide scope of important achievements that O’Reilly has accrued since his appointment as CEO of TAG Farnborough Airport in 2006, perhaps the most significant is the recent acquisition of government approval to gradually increase the number of aircraft movements at the airport from 28,000 to 50,000 by 2019, when it expects to have largely exceeded the present limitations on its movements to handle 35,000 flights. In order to obtain permission for the increase, the airport was required to demonstrate to the Government that the economic benefit of the increase would outweigh the environmental impact – a factor that the airport has long considered a priority. “We are in complex airspace here, at the centre of a large, built up region, so it makes a lot of sense to talk to our local community, our

residents – even those people who don’t like airports,” O’Reilly said. “Noise is the main concern, so we initiated the Farnborough Quiet Flying Programme. Essentially we gave local residents a blank piece of paper and asked them to design the paths that they thought aircraft should fly.” Once the projected routes were adapted by pilots and tested by professional air traffic controllers for their safety to operate in the air traffic environment that exist in Farnborough, the airport moderated a number of its routes based on the communities’ concerns, developing flight paths that impacted less on its nearby built-up communities and reducing noise complaints substantially. “On top of that we took some of those local residents on a business jet from Farnborough and flew the routes that they had designed, so that they could look out of the window and makes sure their house wasn’t being overflowed. That is a good example of our commitment to the local community, and shows how seriously we take their concerns.”

For the region of Farnborough the airport is an important community asset and provides

1,000 direct and 4,000 secondary jobs, making it a major economic beneficiary in the area. The airport works closely with the community, and particularly its schools and colleges – its specialised Aviation to Education programme is tailored to informing and educating young people about aviation, while its TAG Flying Scholarship funds one student a year to train towards a National Private Pilot’s License (NPPL). “The airport takes its responsibility to be a good neighbour very seriously, and we also want to make sure that we are right at the very front edge of environmental development here at the airport,” O’Reilly asserted. TAG Farnborough is now in the process of consulting on a more controlled airspace around the airport. Today, Farnborough exists in a Class G – Uncontrolled Airspace – environment, and it hopes to enhance that to Class D – Controlled Airspace, which would mean it can execute even more precise and noise sensitive flight paths than those that exist today. “It’s a very exciting project that we’ve got underway with National Air Traffic Services at the moment. So we’ll see where that leads us,” O’Reilly said.



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The airport is well known for the important part that its airfield plays in the ongoing development of the aerospace industry as the home of one of its most trade significant events – Farnborough International Airshow, and is also a key driver for industry across the spectrum, providing a vital dedicated gateway for business passengers just 40 miles from central London.

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TAG Farnborough Airport is experiencing a variation in the origins of its arriving business aviation aircraft, with the mix of travellers using its facilities gradually changing. Although the lion’s share of its business still comes from within Europe, the airport is presently witnessing the renaissance of global corporate travel from regions such as the US, Middle East and Asia.

WILSON JAMES WINS HEATHROW LOGISTICS INTEGRATOR CONTRACT

Heathrow Airport has appointed logistics and security specialist Wilson James as its Logistics Integrator. The five-year contract commenced in July, and Sean Kelly, Operations Director, outlined some of the key details and what this means for Wilson James.

Wilson James' new contract as Heathrow Logistics Integrator includes the provision of construction logistics for the airport's £1.5 billion development programme, and operational support through the management and distribution of the airport's engineering materials.

The strategic planning and operation of the Colnbrook Logistics Centre (CLC), the logistics and screening centre for construction activities at Heathrow, is also covered under the contract. The CLC provides an offsite location to store and call off construction materials on behalf of contractors, carry out vehicle checks and coordinate traffic management and deliveries for the airport.

"At Wilson James we have extensive capability and skills in both the logistics and security industries. The combination of this along with our experience in the aviation sector allows us to

develop a number of solutions where a detailed crossover of these industries is required," Sean Kelly, Operations Director at Wilson James, commented.

The new contract augments Wilson James' existing presence at Heathrow, having been in the role of Construction Logistics Integrator since 2008. The main difference is that the contract has been widened to include some non-construction activities and non-construction logistics, such as engineering stores and terminal consumables. "What that means is there are some financial savings for Heathrow, as well as savings in terms of airside vehicle movement and clearly that in itself generates carbon savings," Kelly added. "And anything we can do to reduce the number of vehicles on the airport roads also has a safety benefit."

Wilson James is using its innovative Fulcrum IT system for construction delivery management purposes with



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online booking capability. It also provides real-time and web-based data access and reporting, ensuring visibility of key information for all stakeholders exactly when they need it. Wilson James designed the system to seamlessly support its own processes and to be as flexible as the company's operational capabilities. "It provides us with a suite of information capabilities that we can draw from and, depending on the nature of a particular client's requirements, then put various elements together to give them exactly what's required," Kelly explained. "It's a highly flexible database with a very comprehensive reporting system, which interacts with operational activities in real-time through either a web portal or via a number of bespoke smart device apps. We've been trialling prototypes of various elements of the system for some two years now with several of our key clients. The results have



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been highly favourable, so we commenced full development a number of months ago and the initial roll out with the lead client, which is Heathrow, will be in November this year."

Of course, Heathrow is a very complex environment in which to work, and Wilson James has the dual task of, on the one hand facilitating construction in that complex environment, while on the other hand protecting the airport

operation from the impact of construction activities.

Above all, the key point is maintaining the integrity of the existing operation and keeping passengers safe. "All of our activities in effect revolve around controlling the supply chain to ensure that passengers are not impeded in getting to the airport, then on to their aircraft, and that while they are doing that they are 100% safe," Kelly concluded.

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Wilson James was last year named 'Best Business Partner' at the AOA Awards, beating off strong competition.

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Sean Kelly, Operations Director, Wilson James: "At Wilson James we have extensive capability and skills in both the logistics and security industries. The combination of this along with our experience in the aviation sector allows us to develop a number of solutions where a detailed crossover of these industries is required."

Orbis' Vision for Ethiopia appeal helps tackle causes of avoidable blindness including trachoma, a devastating disease that is the leading global cause of infectious blindness. Women are three times as likely to be affected by the condition: mothers are more frequently exposed to it through their children, with two in five children in Ethiopia infected.

Orbis launches Vision for Ethiopia appeal

Orbis, an international sight-saving charity, has today launched an appeal to help eliminate avoidable blindness in Ethiopia, which has one of the highest rates of vision loss in the world.

One of the conditions the appeal will raise money to tackle is trachoma, which was wiped out in the UK 60 years ago but is still the leading global cause of infectious blindness. Ethiopia has one of the highest known rates of the disease in the world.

Trachoma is painful and highly contagious, and repeated exposure causes the eyelids to turn inwards, scraping the lashes across the eye with every painful blink. This can permanently



damage the cornea resulting in blindness. However, it can be easily treated through antibiotics and improved sanitation. Orbis' Vision for Ethiopia appeal aims to raise £226,000 by the end of the year to fulfill its target of raising £1.5 million in 2014 for its work in Ethiopia.

Allan Thompson, Orbis EMEA Director of External Relations, said: "Because of debilitat-

ing eye problems like blinding trachoma, many children in Ethiopia find it hard to attend school. Orbis identifies and trains people in local communities, including teachers, to look out for the signs of eye disease. With the UK public's support we can continue to make a difference in this country and ensure that children receive an education by providing

access to antibiotics, glasses and surgery. By supporting our appeal you are not only saving a child's sight, you're also giving them their future back."

Orbis has been working in Ethiopia for over 15 years, and was the first charity to implement the WHO 'SAFE' strategy there, which tackles trachoma through Surgery, Antibiotics, Face washing and Environmental

changes. With 75 million people (approximately 82% of the population) at risk from this highly painful and blinding condition, the UK public's help is needed to make this easily curable disease a thing of the past by 2020. Visit visionforethiopia.orbis.org for more information on how trachoma has impacted the lives of people in Ethiopia and how donations can help.

Findlay Irvine targets £25m market with road and runway monitoring system



"Thanks to the expertise that were afforded to us by the project, we are in a position to trial our prototype system which will present significant benefits to our customer," Findlay Irvine Managing Director Colin Irvine said.

Engineering and manufacturing specialist Findlay Irvine is working with the University of Glasgow to develop a more efficient and accurate method of monitoring the condition of roads and runways.

The organisations will test a prototype this coming winter, with devices placed by roadsides across different parts of Scotland. If successful, it could open up a market worth approximately £25 million per year

to Findlay Irvine. The prototype, which was developed with initial funding of £20,000 from CENSIS, the Scottish Innovation Centre for Sensors and Imaging Systems, uses infrared technology to monitor the conditions of roads and runways, such as the thickness and type of snow or ice surface covering. Additional work is being conducted to develop techniques for quantifying airborne precipitation and visibility.

Combined, all of this information can be used to avoid major disruption to road and air traffic caused by adverse weather, as well as unnecessary damage to roads and runways from the application of

too much salt or the installation of sensors. In contrast with existing technology, the prototype does not need to be fitted to the road or runway, which can be an expensive and inconvenient process.

Colin Irvine, Managing Director of Findlay Irvine, said the technology would help the company better compete with some of its international rivals by bringing in expertise to which it did not previously have access. "This project presents us with a significant opportunity in an important market for us," he explained. "Thanks to the expertise that were afforded to us by the project, we are in a posi-

tion to trial our prototype system which will present significant benefits to our customer – not only from a traffic management perspective, but it will also allow them to be more efficient with resources."

To pioneer the project, a post-doctoral student from the University of Glasgow, with expertise in optics, spent time with Findlay Irvine to develop the system. "By partnering with the University of Glasgow and CENSIS, we've been able to develop a system that is competitive with other offerings and can be used internationally. That will have significant commercial benefits for us as a business," Irvine said.

Bristol Airport achieves new European safety standard



Bristol Airport's Paul Davies and Robert Sinclair, with Graeme Ritchie and Inez Bartolo, Civil Aviation Authority.

Bristol Airport has become the first in Europe to transition to new safety specifications under harmonised European regulations. The European Aviation Safety Agency (EASA) is at the heart of a new Europe-wide regulatory system, with UK airports required to comply with its rules by 2018. Bristol Airport was one of a small group selected to work with the UK Civil Aviation Authority to trial the transition from a CAA Aerodrome Licence to an EASA Certificate.

Following 18 months' work, Bristol Airport received final sign off on all required certification, becoming the first in Europe to complete the process.

Before being awarded the new EASA Certificate, the airport was required to demonstrate that its design, equipment and infrastructure meets EASA specifications, and that organisational structures and operating procedures also satisfy the new requirements.

Paul Davies, Operations Director at Bristol Airport, said: "Successful transition to the EASA regula-

tions is a clear demonstration of our commitment to safety and operational excellence. Achieving this standard several years ahead of deadline and before any other airport in Europe stands us in good stead as we continue to build new infrastructure to facilitate further growth."

Graeme Ritchie, Manager Aerodromes, CAA, added: "We are delighted to have worked with industry throughout, notably Bristol, Aberdeen and Norwich airports. As the aerodrome involved in the first trial, Bristol has helped us greatly to refine and develop our thinking and approach to certification, for which we are grateful."

Meanwhile, Bristol Airport has also opened its £6.5 million central walkway, which includes four new pre-boarding zones serving up to six departure gates. The 3,880sqm structure connects directly to the departure lounge and is served by an escalator, six lifts, food and drink vending, and toilet facilities, to ensure passenger comfort levels.

CHS appoints Giles Price as COO

Giles Price, formerly Group Technical Director at Heathrow Airport, has joined CHS Engineering Services as Chief Operating Officer.

Price's move to CHS follows 30 successful years in aviation, including various senior roles at Heathrow, and he brings to CHS a wealth of experience that will now be accessible to airport operators and suppliers. Regulatory pressures, limited resources and market constraints are all issues that airport operators have to face, and Price believes that CHS is uniquely placed to help.

He is very clear on what attracted him to CHS, commenting: "It's the reputation for

Giles Price has joined CHS Engineering Services as Chief Operating Officer.



independence and integrity that the company has; CHS is known for providing best practice engineering ser-

vices and has a commitment to bringing new cloud based technology and the Internet of Things (IoT) to practical use

within the aviation sector."

CHS is currently helping a number of airports prepare for the introduction of the

new Standard 3 Hold Baggage Screening technology and is able to provide a range of services from project inception and design to final implementation, testing and operation. Price commented: "The reality is that most airports do not have the capacity to manage projects of this nature; this is where CHS comes into its own, providing tailored support to meet the specific needs of the client or its suppliers."

CHS has many years of experience in assisting clients in managing their assets, including the provision of condition monitoring and cost effective computerised maintenance management systems that track asset performance and control life cycle costs. Price added: "There is often a huge divide between perception and reality, between expectations and real behaviour; part of our job is to bring transparency into the business of airport development, operations and maintenance."

Vanderlande updates Cardiff's baggage handling system

A long-term partnership that will see significant improvements to the baggage handling system at Cardiff Airport has been agreed between the airport and Vanderlande Industries UK Ltd, the UK subsidiary of the world's leading baggage handling systems provider.

The five-year plan, designed by Vanderlande using its extensive experience in providing tailored baggage handling systems to airports of all sizes, comprises eight projects, including a renewal of the system's parts that require replacement. Along with a belt replacement programme and a five-year maintenance contract that includes a spares consignment arrangement, the work will improve the reliability of Cardiff Airport's baggage handling system and utilise its existing capabilities and capacities.

The maintenance deal will also help Cardiff Airport to achieve a more proactive approach to extend the life expectancy of the system.

Work is set to begin this winter with the installation of two make-up carousels, one of which will be installed to allow access for the HBS Standard 3 machine. This will be a fundamental step to prepare the airport for the upcoming project, which will involve installation and integration of a HBS standard 3 machine with the existing baggage system. Along with the maintenance contract, long-term partnership with Vanderlande will take the airport beyond HBS Standard 3 installation, for which legislation is coming into force in September 2018.

The work is being carried out in a live environment and shall consider minimising disruption to the airport operations and passenger



A long-term partnership between Cardiff Airport and Vanderlande Industries UK Ltd will see significant improvements to the airport's baggage handling system.

experience. During this time and to aid in a smooth project delivery, Vanderlande will be working closely with Cardiff Airport, providing

support for contingency measures.

Gary McWilliam, Vanderlande's Head of UK Business Development, explained: "This new contract is

further evidence of Vanderlande's ability to work with airports of all sizes throughout the country to help make them ready for the future. We see this agreement with Cardiff Airport as an opportunity to expand our contribution to the overall improvement of UK regional airports and their passengers' experience."

Commenting on the partner-

ship with Vanderlande, Debra Barber, Operations Director at Cardiff Airport, said: "Vanderlande was able to develop a proposal that specifically addressed our needs and goals over the next five years. It is also very important to us that Vanderlande is able to carry out all the projects in a live environment whilst minimising disruption to airport operations."

Global knowledge, local expertise

Airports are amongst the most dynamic places in the world, with thousands of people passing through their doors each day. Because of this, and the fact that air traffic is constantly on the increase, there is an uncompromising demand for around-the-clock security, ensuring the safety of

travellers and employees alike.

Boasting a robust aviation division, Securitas is responsible for the protection of 200 airports internationally with over 20,000 employees; 30 of these airports are located within Europe. Securitas is a key provider of aviation security at several major airports

within the UK, in both the north and south of the country.

UK-based airports include Liverpool John Lennon Airport, Doncaster Robin Hood Airport, Durham Tees Valley Airport and London City Airport. The division's many capabilities comprise fire services, covert testing, officer training, access control and screening, and its knowledge, experience and professionalism ensure that it deliver everything required for modern aviation security.

As well as working directly with airports, Securitas also lends its operational know-how to freight forwarders on a global scale. Having such a wide range of aviation knowledge, its approved market-leading training courses allow Securitas to train any officer working within the UK aviation industry.

Colin Swaine, Airport Operations Director at Liverpool John Lennon Airport, commented: "Security and the passenger experience is of paramount



importance at Liverpool John Lennon Airport. We are very pleased that we can rely on a service partner like Securitas that can and does deliver these services to such a high standard."

Birmingham records busiest ever month

Birmingham Airport has recorded the busiest month in its 75-year history, with over one million passengers handled during August. This was a 2.3% increase on the previous record achieved in August 2008.

It was also the fifth consecutive record-breaking month for the airport, and saw a 5.2% year-on-year increase compared with last August.

There was a 1% increase in long haul passenger traffic, with flights operating to Beijing, Dubai, Delhi, Egypt, Islamabad, Jamaica, Mexico, New York and Toronto in August.

“Achieving the busiest month in the airport’s 75-year history is a proud moment, especially as it follows four consecutive months where passenger records have been broken,” commented Paul Kehoe, the airport’s Chief Executive. “Passengers are voting with their feet



Birmingham Airport recorded its busiest ever month in August, handling over one million passengers.

and more and more are choosing to fly from Birmingham. The demand is clearly there, but we want to make sure this trend continues. We’ve invested significantly in

recent years, including a newly extended runway, which allows departing aircraft to fly to more long haul destinations than ever before. The capability to serve more long

haul destinations will play a key role in attracting more passengers and support future growth.”

Scheduled services that saw particular growth included Toulouse

(+251.3%), Milan (+86.6%), Stuttgart (+70.5%), Dubrovnik (+68.3%), Aberdeen (53.6%), Jersey (+49.5%), Shannon (+49.4%) and Ashgabat (+37.9%).



The Escape Lounge at East Midlands Airport will provide passengers with a selection of complimentary food and drink, free Wi-Fi access and a range of newspapers and magazines.

MAG opens Escape Lounge at East Midlands

Manchester Airports Group (MAG) has extended its luxury premium lounge brand, Escape, with the launch of a brand new offering at East Midlands Airport.

Marking the latest phase in the airport’s £12 million terminal redevelopment programme, the new Escape Lounge will provide an improved and increased space for passengers looking for an area away from the hustle and bustle of the airport terminal.

Originally launched in Manchester Airport’s Terminal 2, MAG has successfully grown its Escape Lounge brand, initially in Manchester, adding lounges in Terminal 1 in 2010 and in Terminal 3 in 2013. In addition to East Midlands, MAG is set to add a fifth Escape Lounge, at London Stansted, later this year.

“The Escape Lounge brand continues to go from strength to strength and following its success at Manchester, we’ve been keen to extend the concept into

our other airports, and the retail investments at London Stansted and East Midlands have allowed us to do that,” explained Kevin Smith, Head of Retail - Lounges for MAG. “We are very confident that the Escape Lounge delivers not only what our guests are looking for in a quality lounge, but also good value for money in a competitive market place – something clearly evidenced by the established repeat customer base at Manchester. As part of our future plan, we will look to extend similar retail concepts and brands across all of the airports in the Group, with the aim to continuously improve the retail offer in response to the changing demands of our airport users.”

The Escape Lounge at East Midlands Airport will provide passengers with a selection of complimentary food and drink, free Wi-Fi access and a range of newspapers and magazines.

Garuda Indonesia launches Gatwick-Jakarta services

On 8 September, London Gatwick celebrated the inaugural flight to Jakarta with Garuda Indonesia, which is operating five flights a week on the route.

The route is another demonstra-

tion of Gatwick's growing long haul network, which now includes a variety of connections to established and high growth or emerging markets around the world.

Gatwick already serves 46 of



Garuda Indonesia is an official partner of Liverpool Football Club, and Liverpool legends Ian Rush and Robbie Fowler welcomed the airline's inaugural flight to London Gatwick.



On 8 September, London Gatwick celebrated the inaugural flight to Jakarta with Garuda Indonesia, which is operating five flights a week on the route.

the top 50 EU business destinations. This is complemented by links further afield to over 40 long haul destinations, including key US cities such as New York and Los Angeles, alongside Moscow and the UK's only direct services to Vietnam.

Indonesia is an increasingly important market for the UK. Bilateral trade is growing and, during Prime Minister David Cameron's last visit to Indonesia, a partnership commitment to double trade (goods & services)

by 2015 to £4.4 billion was announced. This new route will support business activities between the two countries and help meet that bilateral trade commitment.

The opening of the London-Amsterdam-Jakarta route will offer passengers from the UK easier access to Indonesia and also to the Asia Pacific region, with the route connecting with Garuda Indonesia's onward service to Australia.

Guy Stephenson, Chief Commercial Officer, London Gatwick, said: "Gatwick is pleased to welcome

Garuda Indonesia and we are delighted that the national flag carrier has chosen Gatwick as its link to London. The trade opportunities available between the UK and Indonesia are undeniable and new connections to dynamic markets in South East Asia are critical for UK PLC. The new Gatwick-Jakarta service introduces more competition on the routes currently available from the UK, ultimately benefiting passengers who now have more choice of how to connect to Indonesia and beyond."

LJLA launches 'Business Class' partnership with Enterprise South Liverpool Academy

Liverpool John Lennon Airport (LJLA) has launched a Business Class Partnership to help students at nearby Enterprise South Liverpool Academy (ESLA) be better prepared for future careers and life in the outside world when they finish their current education.

The partnership has been coordinated by Business in the Community, the business led charity, which has helped the airport and the Academy come together and devise a series of initiatives as part of their 'Business Class' programme. The work to be undertaken with the airport has been specifically tailored to meet the needs of the students and to complement their other academic studies.

Throughout the academic year, managers and other employees from the airport company will be giving up their time to work through a number of initiatives

with students across all years.

"Schemes like this are an excellent way for the airport to be more involved with local communities. The students of today are our prospective employees of the future and we want to help encourage them to be better prepared for life in the outside world when it comes to thinking about a future career, whether that's at the airport or elsewhere," commented Andrew Cornish, LJLA's new Chief Executive. "The other big attraction for us is that this is a 'win-win' situation for both organisations, as the activities we plan to undertake with the students will also be an excellent way to help develop our own staff too, helping to improve their management and communication skills as well as giving them the chance to be able to make a difference in the local community."



LJLA CEO Andrew Cornish; ESLA students Thomas Carroll, Abi Vigithbabu and Josh Pelling; and ESLA Principle Jack Pendlebury.



BEHIND THE SCENES: KIERAN MCILHATTON, OPERATIONS MANAGER FOR AIRPORT PROJECTS, LAGAN CONSTRUCTION

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.

Since Kieran McIlhatton joined family-owned Lagan Construction 27 years ago, he has achieved success in many diverse areas of the business, and is a glowing example of the countless opportunities that the construction industry has to offer. Now 43, Kieran oversees immense, formidable airport projects across the far reaches of the world, and as his career has evolved the industry has too.

WHY DID YOU EMBARK ON A CAREER IN THE CONSTRUCTION INDUSTRY?

I started with Lagan Construction as soon as I left school. I was eager to get out working, and saw an advertisement for a lab technician within Lagan Construction. I worked on the quarrying side of the business, and was in the Surface Division for ten years before I moved to the Airport Division.

IS THERE A LOT OF OPPORTUNITY IN THE CONSTRUCTION INDUSTRY?

Certainly at Lagan Construction

– throughout the group it's a very young structure. If you are doing well there are massive opportunities for progression, and I think that's in part down to the philosophy of the company – they recognise the value of people.

WHAT IS IT LIKE BEING PART OF THE LAGAN CONSTRUCTION TEAM?

The company's really based on a team ethos – a project either succeeds or fails on how the team performs, and everyone on that team is a cog within the mechanism and has to do their part for the benefit of the project. I've been with the company for a long time, and it still holds the same family values as when I started, which I would say in this day and age is quite rare.

How have the various roles you have held in your time at Lagan Construction prepared you for your current position?

In everything you do in construction, you have to be a

people's person – it's all about how you manage people to get the best out of everybody, everyday, and no two people are the same. I became a Junior Supervisor at 20 years of age and was I was managing men of 50, so I had to learn to respect people, and manage situations.

HOW HAS THE CONSTRUCTION INDUSTRY CHANGED SINCE YOU FIRST STARTED WORKING IN IT?

Everything has changed, and a lot for the better. It's changed in a way that means companies have to improve every year if they want to progress, which is a great thing because 20 years ago construction wasn't looked at as a career. Now you're getting a lot of young professionals coming into the industry, because there are so many aspects to it, not just at the coalface.

WHAT HAS BEEN THE MOST MEMORABLE MOMENT OF YOUR CAREER SO FAR?

The Guernsey Airport redevelopment project was challenging in every department.

We had six months to build a docking facility to import over 250,000 tonnes of material, so logistics-wise the job was massive. The project itself was a 24-hour shift, seven days a week. We had drainage works, new AGL systems, new RESAs to put in, and we laid somewhere in the region of 140,000 tonnes of asphalt, and at that same we had to keep the airfield live. It was a huge undertaking, and probably one of the best jobs I've ever worked on in my career up to now.

HAVE YOU EVER FLOWN FROM AN AIRPORT THAT YOU'VE WORKED ON?

I have – I've flown from a few of them actually. I'm not frightened to fly from the ones I've worked on, let's put it like that!

WHAT IS YOUR FAVOURITE HOLIDAY DESTINATION?

My wife and I spent our honeymoon in Thailand – Koh Samui. That's probably my favourite holiday destination, because of the culture of Thailand, the food, and the

hospitality of the people. We have returned a few times, but we probably won't get to go for a while as we've just had our second child.

WHAT'S THE BEST THING ABOUT YOUR JOB?

I've worked on jobs from £2 million to over £60 million. No two days are ever the same – every one is a different challenge – and it's so satisfying getting up and doing what you know not a lot of people can do, completing a job that maybe other people thought couldn't be done. That's what's exciting about it. I mean, Guernsey Airport for instance was one of the most challenging airport jobs that has been done in recent years. And then compare that to other projects I've worked on – take Sierra Leone, where the challenge is the environment you're working in. Every job has its challenges, but you always have to leave a quality runway because aircraft are about to start landing. It doesn't matter where you're working. You have to guarantee that quality.

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Kieran McIlhatton is Operations Manager for Airport Projects at family-owned enterprise Lagan Construction. "No two days are ever the same – every one is a different challenge – and it's so satisfying getting up and doing what you know not a lot of people can do, completing a job that maybe other people thought couldn't be done."

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