

THE AIRPORT OPERATOR

THE OFFICIAL MAGAZINE OF THE AIRPORT OPERATORS ASSOCIATION



AOA
THE VOICE OF UK AIRPORTS
SPRING 2015

Features

BUILDING CAPACITY
Heathrow

SMARTER MANAGEMENT
Biggin Hill

ONE VISION
London Luton

TRANSFORMATION WAVE
Gatwick

**TIME-LAPSE FILM MARKS
AIRPORT MILESTONE**
Newcastle International

VANDERLANDE



ED ANDERSON

Introduction to the Airport Operator



THE AIRPORT
OPERATOR

THE OFFICIAL MAGAZINE OF THE AIRPORT OPERATORS ASSOCIATION

AIRPORT OPERATORS ASSOCIATION

Ed Anderson
Chairman

Darren Caplan
Chief Executive

Rebecca Roberts-Hughes
Policy Director

Tim Alderslade
Public Affairs & PR Director

Roger Koukkoullis
Operations & Safety Director

Patricia Page
Executive Assistant & Office Manager

Leonie Martin
Accounts

AIRPORT OPERATORS ASSOCIATION
3 Birdcage Walk,
London SW1H 9JJ
United Kingdom

T: +44 (0)20 7799 3171
E: info@aoa.org.uk
F: +44 (0)20 7340 0999
W: www.aoa.org.uk

Gary Mason
Editor

**THE AIRPORT OPERATOR
MAGAZINE IS PRODUCED BY
WITHIN DESIGN**



Will Hambling
Director

Ruxandra Radulescu
Publication Manager

Leo Collina
Senior Designer

WITHIN DESIGN
Somerset House
Strand, London
WC2R 1LA
United Kingdom

T: +44 (0)20 7845 5863
E: will@withindesign.co.uk
W: www.withindesign.co.uk



Can I welcome readers to the first edition of the new-look Airport Operator, which is published to coincide with our Annual Dinner at the Grosvenor House Hotel in London.

then Secretary of State for Transport, Philip Hammond, suggested that our industry was 'lightly taxed', despite UK Air Passenger Duty being the highest air tax of its kind in the world. At the same time the major Opposition party was embarking upon a total review of its aviation policy, including two policy U-turns by 2012. In short, our industry was on the back foot.

Much has changed for the better since then. There is now widespread recognition of the economic benefits of aviation and the importance to the UK of international connectivity; there have been welcome APD cuts in last year's Budget and Autumn Statement, with the longest-haul APD bands abolished, and APD on children being phased out altogether; and the work of the Sustainable Aviation coalition has a very healthy profile and has strong support from policy makers. At the same time, the level of engagement between the AOA and policy makers, regulators and other stakeholders has increased many-fold.

The challenge now facing the industry is to make sure that, whatever the outcome of this year's General Election, there are no steps backwards and that, on the contrary, we are able to build on the positive platform that has been established. That means the industry presenting some very clear, united, messages to the incoming Government and ensuring that the momentum towards a positive policy and fiscal framework for aviation continues at a pace. You can be assured that the AOA will be campaigning hard on behalf of all our members to this end over the coming period.

In the meantime, we thank all our AOA Airports, Corporate Partners, and Gold, Silver and Associate Members for their support for the Association. I, and the whole AOA team, hope all readers enjoy the new look and feel of the *Airport Operator*; and I hope to see as many of you as possible at our Annual Dinner, which I am sure will once again be a most enjoyable occasion.

Ed Anderson, AOA Chairman

Here to help you with HBS Standard 3

HBS Standard 3 baggage security requirements are a challenge facing UK airports. As the world leader in HBS Standard 3 solutions we have created the UK's leading team to help you:

- Design an integrated solution that fits your airport needs
- Achieve right-first-time installation into live operations
- Maximize value for your business through partnership.

Vanderlande Industries UK Ltd
Integration House, 1 Mondial Way,
Harlington, Hayes, UB3 5AR,
T +44 208 283 0100,
E baggage.uk@vanderlande.com

➤ vanderlande.com

MOVING YOUR BUSINESS FORWARD



THE AOA IS PLEASED TO WORK WITH ITS CORPORATE PARTNERS, AND GOLD AND SILVER MEMBERS

Corporate Partners



Gold



Silver



WITHIN DESIGN ARE DELIGHTED TO BE ON BOARD

FIRST CLASS CONSULTANCY IN DIGITAL, BRAND, FILM AND LIVE EVENT



We at Within Design are delighted to be producing The AOA Annual Conference, Exhibition and This new look AOA Operator Magazine. Adding the AOA to a client list of top global corporate clients has been the best possible start to 2015. We are really looking forward to working with the biggest and best in the Aviation sector.

Part of our work for The AOA is to give you, the members, more opportunity to talk about the amazing things you do. As a fully integrated Design Agency we are well placed to achieve this, whether online, in print, on screen or at your live event. Our services cover Digital, Brand, Film and Live Event, all underpinned with first class consultancy.

We welcome any opportunity to meet with you and discuss how we can help you make the most of your communications.

Will Hambling
Director

Within Design Ltd
+44 (0)20 7845 5869
will@withindesign.co.uk

BUILDING CAPACITY

A ground breaking capacity management system is paying dividends at Heathrow which operates close to 100 per cent capacity all year round. Gary Mason reports

Earlier this year, it was announced that Vietnam Airlines will be moving its operation to Heathrow in March. The move has been made possible because of the creation of a new pair of slots at Heathrow.

New slots at Heathrow are famously rare and can be traded for millions of pounds, so given it is already the busiest two-runway airport in the world, operating close to 100% capacity on a daily basis, how did space for new slots emerge?

The answer lies in combining advanced modelling techniques with the ability to make sense of a huge

amount of operational data in what air traffic control company NATS is calling Strategic Airport Capacity Management (ACM).

BUSY AIRPORTS - BIG CHALLENGES

Busy airports face a number of challenges in delivering a consistent and quality service, and whenever demand and capacity become out of balance problems can arise. These problems can manifest themselves in many different guises; increased delays, lost revenues, poor passenger experience and subdued growth are just some of the possible consequences. So the ability to proactively identify future problems or constraints, in order to put

solutions in place ahead of time, is extremely valuable.

NATS have brought together experts from across industry to create Strategic ACM - which combines the power of data analytics and advanced simulations - to put the airport in control. The analytical components that make up the toolset can be easily developed in a bespoke fashion for different airports, meaning any number of problems and constraints can be understood and tackled.

Jon Proudlove, who is the NATS General Manager for air traffic services at Heathrow airport, who is the first customer for the new

capability, said: "The airfield operation is always busy here, and there are countless factors which can affect the performance of the airfield at any given time." These factors can range from the way that the scheduled traffic arrives at the airport, and the local weather conditions, to infrastructure constraints like the numbers of available stands and taxiway closures.

SMOOTH RUNNING

The ability to identify and quantify potential benefits to the operation in any of these areas is absolutely vital to the smooth running of Heathrow, or any airport, and the Strategic ACM capability is designed to do just that.

The toolset itself provides the airport's analysts online access to two main areas; the ability to make use of a variety of simulation tools and access to a large historical dataset. This provides them with the ability to run "what if?" simulations to assess the effects of changing the traffic, infrastructure, weather or operational environment, to understand the overall impact it will have on the airfield. It also allows them to learn from past performance through analysis of key airfield metrics, which have been derived from large historical data sets.

Derek Provan, Airside Director at Heathrow Airport, said: "The better

and more accurate information we have access to, the better decisions we can make. What ACM allows us to do is make robust, consistent and quick business decisions about detailed and complex problems."

Direct comparisons can be made to the current airport operation in order to understand and quantify the likely benefits of any proposed operational change, or a combined programme of initiatives. "This is vital when considering long-term strategic investments, to ensure that future efforts are focused on achieving the maximum benefit for both the airport and the passenger," Provan added.



ANALYTICAL SUPPORT

Analytical support from NATS Analytics' simulation and data experts is also a fundamental part of the capability, working collaboratively with Heathrow in order to provide additional context or exploration where required. This has been provided as part of the Strategic ACM contract with Heathrow, enabling them to utilise the wealth of knowledge and expertise within NATS, on top of the toolset itself. As well as providing an on-going framework for knowledge sharing with the airport, it has also resulted in more targeted capacity and performance monitoring activities with a variety of stakeholders at the airfield.

Once logged in to the Strategic ACM platform, a user can run a new simulation, by making a series of choices about what they want to analyse, based upon the specific

question they're trying to answer. Once completed, the system will present a series of outputs showing the results from their requested simulation, for example airfield delays, which they can then compare to any other previously run simulation saved in the simulation library. Depending on the detail of the simulation they've run - and within Strategic ACM there are three different tools available - different performance metrics will be output displaying the results appropriate for each analysis.

"The tool is web based which helps make it future proof" said Jon Proudlove. "As the challenges faced by the airport change over time, so can the analytical components, ensuring that the focus is always on the relevant questions being asked at the time."

AIRSPACE CHANGES

For example, as different airspace changes are introduced in the future, the affect that they will have on the airfield can be accurately modelled and understood. Similarly, modifications to the taxiway or stand infrastructure - like the opening of Terminal 2 in 2014 - can be simulated in order to quantify the likely affect to the ground operation. And as future schedules become available, they too can be quickly analysed in a consistent and comparable manner, so that an optimal version can be agreed by all stakeholders.

Derek Provan commented: "Whilst the toolset has only been available for a few months, it has already provided significant benefit to the airport. Value from the new analytical capability has already been realised in several different areas, as well as the new long haul slots for Vietnam Airlines."

For instance, the new tool has also enabled a complete revamp of the Runway Scheduling Limits process; the speed of one of the three simulation tools allows changes to the schedule to be assessed within seconds, rather than days and weeks, as was the case in the past. This has meant that potential improvements to next season's schedule can now be reviewed and implemented at several different times of the year, around the IATA scheduling timeline, providing benefit to the airport, airlines and passengers alike.

IMPACT DEVELOPMENT

Another area that is set to benefit from the new capability is the group responsible for the on-going infrastructure improvements planned at the airfield. Like any major hub airport Heathrow has a long-term

programme of developments, ranging from small taxiway closures to large building projects. Being able to quantify the impact of these on the day-to-day operation ahead of time is hugely beneficial, to ensure that works are planned and carried out in optimal order. Through Strategic ACM it is straight-forward to review all future developments both independently and together, in order to guarantee minimal impact on the airside operation. There are sure to be more examples too of how the new toolset is benefiting the airport over the coming months.

As a web based service, the Strategic ACM capability is something that can be integrated relatively easily into any other airport around the world. It has already been proven to improve capacity management at

even the most constrained of airports, and when we consider the capacity constraints that exist elsewhere, particularly in the Middle East and Asia, this is an exciting prospect.



SIGHT RESTORING FLYING EYE HOSPITAL RECEIVES AWARD



AOA charity partners **Orbis** have gained accreditation for their flying eye hospital from the American Association for Accreditation of Ambulatory Surgery Facilities (AAAASFI). This prestigious award is the result of the charity's dedication to providing world class eye services in the field of ophthalmology throughout the developing world.

The Orbis Flying Eye Hospital (FEH) is a unique combination of ophthalmic, teaching and aviation, which provides training to doctors and nurses across the world in areas of need. By improving skills, Orbis can enable local eye care teams to reach more people struggling with preventable blinding conditions within in their community.

The teaching facility on board the DC-10 features an operating theatre, lecture theatre and pre and post-op spaces. To earn its accreditation the FEH passed inspection of hundreds of important criteria concerning patient safety. This is the same criteria used to evaluate first class outpatient facilities in the United States and across the world.

AAAASFI President, **Dr Ronald Iverson**, said: "The decision by Orbis to pursue accreditation cannot be overstated. It speaks volumes about the organisation's commitment to medical and clinical excellence on board. This is an important achievement for the Orbis Flying Eye Hospital and AAAASFI is pleased to endorse Orbis's performance in patient safety and quality."

Orbis Flying Eye Hospital Medical Director, **Dr Ahmed Gomaa** said: "Earning the AAAASFI accreditation means we are providing patients around the world with the best care possible in line with international standards."

For Orbis, there is no shortage of people to help. More than 285 million people around the world are visually impaired with 80% suffering from a preventable or curable condition. It's estimated that 90% of this figure live in developing countries with limited access to health care.

AOA has donated £76,000 since 2006. This money could buy the equivalent of 1,900 cataract kits in Zambia, just one of the countries in which Orbis operates. Each of these can be used for

five operations therefore restoring sight and hope to thousands of people.

Since its maiden programme in 1982, the Flying Eye Hospital has visited 92 countries and helped Orbis to train over 325,000 medical professionals and change the lives of millions of people worldwide. www.orbis.org.uk

To find out more contact:

Jaymie Duke via j.duke@orbis.org.uk



THREE TOP PRIZES FOR CHARITY RAFFLE AT AOA DINNER

Every year, the AOA supports Orbis by holding a raffle at its Annual Dinner. Orbis continues to run a Flying Eye Hospital which carries out operations for blind peoples in a number of developing countries around the world and the charity relies on fundraising to enable its operations. At this year's dinner the prizes are:

- **British Airways**, 2 x Club Class tickets, anywhere on the network
- **Emirates**, 2 x Business Class tickets to Dubai
- **Virgin Atlantic**, 2 x APD-paid tickets to New York

Darren Caplan, Chief Executive of the AOA said: "This year for the first time the AOA has not one, but three fantastic prizes, to raise funds for this deserving cause. Attendees to the AOA Dinner are asked to dig deep to support Orbis's work – and we wish you good luck in the raffle draw!"

We of course thank British Airways, Emirates and Virgin Atlantic for their tremendous generosity in donating these prizes. It really is appreciated by both Orbis and the AOA."

If you can't attend the AOA Dinner but would like to donate to Orbis please contact Patricia Page at PatriciaPage@aoa.org.uk or 020 7799 3171

SMARTER MANAGEMENT

With SMS Phase 2 compliance increasingly an important factor for airports, those responsible for managing airport operations may need to look at overhauling their management system approaches or risk being left behind.
Gary Mason reports from Biggin Hill

It's a concern that affects airports of all sizes – and a challenge that has been successfully taken on by **Will Curtis**, Managing Director of **Biggin Hill Airport**.

Curtis has overseen the deployment of an entirely new way of managing the famous and historic Greater London airport, allowing the former RAF Battle of Britain base to become one of the first in the country to achieve SMS Phase 2 compliance. That new methodology has also taken the airport well beyond just SMS compliance and has transformed the airport's management at every single level, from document control, to training, to workflows and much more, perfectly preparing it for the future.

ACHIEVING COMPLIANCE

SMS Phase 2 compliance involves greater transparency of operations and requires airports to effectively use reporting systems and involve personnel across the operation, while integrating third-party providers.

There also needs to be analysis of KPIs to analyse trends and isolate risks, among many more activities. That can create quite a demand on airport management, not to mention considerable paperwork that would prove a serious challenge to manage.

Curtis says: "SMS Phase 2 requires extremely comprehensive organisation and communication across the entire operation. That could create a substantial administrative burden – but successfully handling that burden can also then streamline the rest of your operations, if you select the right solution."

As a result, while Biggin Hill initially started to look at simply upgrading its safety management system, the team quickly realised that the process could incorporate an upgrade of the entire operational management system. That would mean it wouldn't be just safety that could be boosted and made more transparent, but the entire management system.

Curtis says: "We saw that the steps we should take for SMS Phase 2 compliance gave us the perfect opportunity to change how we manage everything at the airport to boost efficiency and transparency

The upgrade saw Biggin Hill deploy Centrik for Airports, a cloud-based operations management system developed by aviation support business Total AOC. The software is web-based and can be accessed on any device without needing additional software or a connection to a VPN – including smartphones and tablets while offline.

That has helped give Biggin Hill a key advantage – it is the first airport in the UK where visiting flight crews can file into the Biggin Hill SMS System when they are logging onto the WiFi from the airport. Curtis says: "This has truly created a live, effective SMS with external input, allowing for effective trending and mitigation."





MORE THAN JUST SAFETY MANAGEMENT

However, an airport has numerous operations beyond just SMS compliance that need managing - from health and safety for diverse operations such as restaurants, parking and the fire service, to major administrative tasks such as quality audits, risk assessment and ensuring staff training is up-to-date.

Curtis says: "The larger, more diverse and dislocated in terms or large area of operation a business is - like an airport - the more a centralised tool like this is useful."

The system contains a variety of modules, including compliance, safety, risk, meetings, training, workflows and documents. Curtis says: "Centrik is a central business tool for us. The output of the safety management system has helped us

as a business to develop our internal systems, procedures and processes, to the extent that now we are beginning to close a lot of the gaps we discovered that existed before we installed the system. We monitor our management meetings and apply actions using Centrik, so it's really become a central tool for us."

Because the system is cloud-based with a clearly traceable path of actions, many of the barriers that typically discourage personnel from filing safety reports are removed. **Julian Tubb**, Director, **Total AOC**, says: "Every airport is familiar with the idea that reports may not be properly filed because paper forms or stationery aren't immediately available, or that some minor safety, hazard, incident or quality of service infractions simply don't get reported because the staff can't see if any meaningful action has been taken.

actively using it and able to follow progress, the airport now meets three of the markers considered by the CAA as showcasing excellence and best practice, making Biggin Hill a leader in the sector, not only being one of the first to achieve compliance, but also going above and beyond.

The airport has further benefited from the cloud-based solution because it can use Centrik to share data with the CAA, and even operators, making quality audits a quick and simple process.

Curtis says: "Some of our larger operators do ask quite regularly to perform audits on our supply chain and on our service chain. Using Centrik, they can effectively 'menu pick' from our own internal audits

which means that the workload involved in facilitating those audits is much, much less than it was previously."

Curtis concludes: "We've been on a major journey as we seek to reach SMS Phase 2 compliance. As a result, we've revolutionised our entire management system and we are confident that Biggin Hill is ready to meet what ever challenges the industry throws at us for years to come."



Julian Tubb, Director, Total AOC



ONE VISION

As the clamour for a new runway in the South East reaches fever pitch, Nick Barton, CEO of London Luton Airport, argues that there is more to building capacity than adding more space and concrete

“We are barely a quarter of the way through 2015, but it is clear that these are heady days for the aviation sector.

The airline market is strong and highly competitive. Demand for air travel is growing as the UK economy reasserts itself. As a result, all UK airports are seeing record numbers of passengers. In 2014, London's five airports served almost 145 million passengers, 30 million more than second placed New York. LLA alone marked a record year with 10.5 million passengers, which has continued with an 11.3% year-on-year increase in passengers in January.

The clamour around the possibility of a new runway in the South East has reached fever pitch. However, a new runway is only half the story.

The reality is that there is much more to increasing capacity than simply building more space. We need to

use the spare capacity we already have much more efficiently. To meet passenger demand ahead of any new runway being built, we must address existing capacity constraints.

At **London Luton** we are looking to do exactly that. We are investing over £100million to transform the Airport. Our redevelopment work will grow capacity by 50% to 18 million passengers per year within the existing site footprint.

Through our plans we want to meet the growing demand from our enviable catchment area of business and leisure travellers across the South East and Midlands. We understand that to drive this growth, we need to unlock the potential for the Airport to be a strategic transport hub.

LLA is less than 30 miles from the West End, closer than Gatwick or Stansted. It benefits from mainline rail

services that go direct to London's most impressive station, St Pancras International, before continuing on to Farringdon, City Thameslink, Blackfriars and London Bridge. Journey times are as short as 21 minutes and St Pancras is the largest underground interchange, as well as home to National Rail, HS1 and Eurostar services.

Improving rail connectivity is therefore vital to unlock spare capacity at LLA, and we are already making significant progress. We have been working closely with new franchise operator **Govia Thameslink Railway (GTR)** and recently signed a major new partnership agreement to improve the current service.

Under the agreement, from December 2015 Govia trains will operate services throughout the night, with at least two trains per hour. This will help passengers arrive in time for early

“Political consensus will still be difficult to achieve. It is likely to take at least two decades before any new runway becomes operational.”



Nick Barton, CEO of London Luton Airport

departures and get home quickly and easily after late arrivals.

In addition, from September 2015 Oyster Cards will also become valid between London and the Airport, dramatically improving the customer experience. There will also be improved regional connectivity to the Airport from the introduction of new transfers across the **Thameslink, Southern & Great Northern (TSGN)** franchise area.

Thanks to the partnership, we are expecting an extra three million passengers per year to travel to LLA by rail by 2021. The agreement is very welcome and demonstrates the close working relationship that we have built with the Department for Transport and Govia. But it is only a first step.

We are also proactively talking to Government about the provisions of the new **East Midlands Trains (EMT)** franchise. By submitting a technical review and business case through the consultation process, the hope is

that the new franchise agreement, which is due to be in place by Summer 2017, could deliver four fast trains per hour. Even better, it could lead to the introduction of an "Express Service" that will truly legitimise rail as a viable means of transport for airport passengers.

This coordinated approach, working closely with multiple partners, does not grab the headlines like a new runway would. But they are potentially just as effective at increasing capacity. At LLA, by improving our infrastructure and accessibility we have seen airline demand grow dramatically. We will welcome three new airline partners in 2015, including **La Compagnie** who will connect London Luton with New York on their all business class service from April. Our established carriers will fly to 12 new destinations in 2015.

The verdict of the Airport's Commission is keenly awaited. The final decision will be welcomed by some; decried by others. Political consensus will still be difficult to

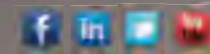
achieve. It is likely to take at least two decades before any new runway becomes operational.

By contrast, integrated transport infrastructure planning across the road, rail and airport sectors can deliver an equally significant boost to capacity, but in a much shorter timeframe. LLA proves that a focus on transport connectivity and efficient use of facilities is vital to ensure that demand for air travel is met until London's seventh runway is built."

Whenever, wherever, we're ready

Colas is renowned for delivering global aviation solutions effectively. We are experts in construction and maintenance of airside and landside projects with specialist teams working for both civilian and defence clients.

Colas identifies innovative technologies and techniques which transform concepts into reality with certainty of delivery.



TRANSFORMATION WAVE

Stewart Wingate, CEO of London Gatwick Airport, outlines his vision for the future and how a new £1 billion investment plan will transform the airport in the coming years



Stewart Wingate is London Gatwick Airport's CEO and its most high profile advocate. He is keen to promote the transformation of the airport, and its ambitions to grow.

"Gatwick is changing. For our passengers it is a very exciting time ahead. Having already spent over £1 billion since 2009, we unveiled plans in December for a fresh new £1 billion investment which coincided with the celebration of our 5th birthday under independent ownership. This fresh injection of investment highlights our intent to transform and enhance the experience for our passengers.

Since entering separate ownership in late 2009, we have been able to compete with Heathrow, Stansted and other major European airports for airlines and passengers for the first time and this is paying off.

In 2009 we extended our South Terminal departure lounge which

created more space and retail choice. Our recent growth has also been fuelled by new European business routes. We now serve 47 of the 50 top business destinations in Europe and around one in five passengers now travel through Gatwick on business. We are also seeing continued growth in long-haul flights including the Middle East and game-changing new low-cost services to New York and LA.

Nearly 40 new and refreshed stores have been added to our South Terminal including names such as **Snow + Rock, Zara, Aspinal of London, Cath Kidston and Ernest Jones**, and more than 15 restaurants have opened including another airport first with the Jamie Oliver portfolio of **Jamie's Italian, Jamie's Bakery, Union Jacks Bar, Nandos, Comptoir Libanais and Jamie's Coffee lounge**.

Gatwick has attracted six million more passengers in the last five years and

we now fly to more destinations than any other UK airport. The airport is currently on the wave of 23 successive months of passenger growth and the last six months were the busiest in Gatwick's history.

A large chunk of the further £1 billion investment will go towards significant improvements for a completely transformed North Terminal. Gatwick is expected to reach nearly 41 million passengers within the next three years, and the North Terminal will accommodate the majority of traffic growth. As part of this, we plan to also invest £30 million to create a world-leading new security area which will be opening in the North Terminal in 2016. Tests of new features such as reconfigured lanes and floor way finding resulted in double the through put of passengers and best ever service scores. The development will halve passenger transaction times and mean Gatwick can process 500 passengers per hour in the North Terminal..."



Wingate is keen to talk about wider developments in the North Terminal, “We are also set to create a brand new North Terminal check-in area between late this year and early 2016, featuring the world’s largest self-service bag drop zone which will virtually eliminate queues and increase peak check-in capacity from 3,000 to 4,350 passengers per hour.

Investment in upgrades to our North Terminal border zone will also see the addition of 15 state-of-the-art new e-gates, as well as replacements of lifts, escalators and technology infrastructure.

We have also dedicated £21 million to create a world class new departure

lounge within the North Terminal, with the creation of 30,000 square feet of new retail space which will include a new **World Duty Free** for 2017. This will match our South Terminal which was the world’s largest Duty Free store when it opened in 2012.”

Wingate argues that Gatwick is changing for the better and that the fresh £1billion investment that he outlines is a signal of his intent to become London’s airport of choice. He says that Gatwick’s success shows what can be achieved when competition is allowed to thrive, helping standards to rise and fares to fall. He says that it is an exciting time for Gatwick and its passengers; and that the major investment planned

to roll out over the next few years bolster the airport’s case for a second runway, arguing that expansion at Gatwick can deliver the economic benefits and extra capacity the UK needs at an environmental cost it can afford.

He says, “Gatwick expansion will also deliver more competition between airports serving London and the UK, as well as greater competition within airlines, offering passengers more choice and helping keep airfares lower. The decision will be announced later this year and, if Gatwick is chosen, our new runway would be operational by 2025. Gatwick is increasingly becoming the smart choice for UK business.

Following recent research Gatwick revealed a new wave of business traveller who favour value for money and efficient service over anything else, dubbed the ‘Suited Savers’. The research highlighted that two-thirds of business travellers choose low fare airlines for short-haul travel and over half are now willing to consider low-cost long haul options too. The introduction of a second runway will help Gatwick meet this growing demand for low cost efficient travel and will allow the airport to continue to provide excellent customer service and deliver a modern, world class airport designed to make the passenger journey simple and efficient.”

Wingate enthuses that the Gatwick proposals create approximately 120,000 jobs and concludes by saying that “Building a second runway at Gatwick is the best and right choice for passengers and for British business, the environment and the economy.”



Stewart Wingate, CEO of London Gatwick



AIRPORT MARKS MILESTONE WITH TIME-LAPSE FILM

Newcastle International Airport is marking its 80th anniversary with a new corporate video which was produced using time-lapse photography.

The film, Your Airport in Motion, created by **Jack Fisher**, premiered at the **Tyneside Cinema** and is available on the airport's social media channels and website.

The film gives viewers a behind the scenes view of daily life at the region's largest airport which saw 4.6 million passengers in 2014.

Time-lapse photography involves taking a series of stills which are then merged together to make a film sequence. The process spanned a number of months and offers a perspective compared to conventional filmmaking.

Footage includes flight arrivals and take offs, the boarding process, check in, travellers passing through the terminal and departure lounge and

more. The film is a collection of over 15,000 photographs.

Film producer Jack Fisher, said: "Time-lapse photography is the perfect medium to capture the many moving parts of an airport, so I was naturally attracted to the project when it was first suggested. I think it was great the band Jungle allowed us to use the track Time and I just really hope people enjoy the film."

The airport will mark its 80th birthday on 26 July this year. David Laws, Chief Executive at **Newcastle International Airport**, said: "We're also looking forward to two very special events in addition to the anniversary activity, in May this year we launch our first ever transatlantic service to New York with **United Airlines**. The summer service starts on 23 May and will run until 7 September.

"Later in the summer we look forward to the opening of our new departure lounge. The facility marks a £14 million investment from the airport and our business partners and will greatly benefit customers. New brands will join the offering in the terminal and improve the passenger experience."

To watch the video visit one of the airport's social media channels

YouTube
www.youtube.com/user/NCLairport

Vimeo
www.vimeo.com/nclairport

Facebook
www.facebook.com/nclairport

Instagram
www.instagram.com/nclairport

1920s

Newcastle Aero Club was founded in 1925 with the establishment of an airfield in Cramlington to the north of Newcastle. When Newcastle Airport opened in Woolsington ten years later, the Aero Club relocated to its current site. It boasts the enviable record of being the oldest flying club in the country.

1950s

Former RAF pilot Jim Denyer was appointed the Aero Club's chief flying instructor in the summer of 1951. Just a year later in 1952, he was appointed Airport Commandant, then Manager, establishing himself as the driving force behind the development of the airport until his retirement in August 1989 after an incredible 37 years in charge.

In 1952 Hunting Air Transport commenced flying to Bovingdon in London. Further routes were soon added - to Dublin, Amsterdam and Dusseldorf.

The 1950s saw the start of package holidays, with 'exotic' trips to Isle of Man, Isle of Wight and Channel Islands becoming available from Newcastle Airport. By 1954, scheduled services totalled some 35 per week, and passenger numbers reached 5,500 a year.

1930s

Newcastle Airport was opened on 26 July 1935 by Secretary of State for Air, Sir Phillip Cunliffe-Lister. The airport cost £35,000 to build and consisted of a grass runway, clubhouse, hanger, workshops and a garage.

The first scheduled service calling at Newcastle Airport was a flight between Croydon and Perth, Scotland, operated by North Eastern Airways using an 8-seater Airspeed Envoy aircraft.

1960s

A new North East Regional Airport Committee was formed in April 1963, paving the way for major development. The new Committee, comprising the local authorities of Newcastle, Gateshead, South Shields, Northumberland, Durham, Tynemouth and Sunderland, shifted the fundamental nature of the airport, making it a springboard for regional development.

Construction of a new terminal was completed in 1966. On February 17, 1967, Prime Minister Harold Wilson officially opened the new terminal building.

The 1960s saw a boom in foreign sunshine holidays, especially to Spain. Within six years passenger figures had doubled to 700,000 per year.

1940s

The airport was requisitioned as an auxiliary wartime base for the RAF during the Second World War. When it was handed back in 1946 it had a new wooden air traffic control tower that was built on stilts and supported by sections of railway lines.

1970s

In 1978 the Government designated Newcastle Airport Category B status which meant it became a regional international airport with a mandate to provide short and medium-haul scheduled international services.

By November 1978, a visionary expansion plan had been drawn up, with a 4,000 sq m terminal expansion as its centrepiece. It featured a new passenger pier and an airside departure lounge. The £8m development attracted £2m support from the European Community.

In the 1970s the arrival of jet aircraft triggered major expansion in the package holiday market. The first wide-bodied jumbo jet landed from America with a party of 380 people onboard.

1980s

In 1980 the airport reached the milestone of 1 million passengers travelling from Newcastle in a year. The new expansion plans were completed, delivering improved check-in, lounges, catering and duty free facilities. A new parallel taxiway was constructed to speed aircraft turnaround times and greatly simplify ground manoeuvres.

Jim Denyer retired in 1989 and his role was filled by Trevor Went. Under Trevor Went's stewardship, the airport placed considerable emphasis on expanding its network of scheduled routes, both domestic and international. Towards the end of the decade passenger numbers had reached 1.6 million a year.

2000s

By 2000, passenger figures had reached 3 million per year. A major £27 million terminal extension to double the size of the check-in hall was officially opened by Prime Minister Tony Blair in October 2000.

On May 4, 2001 the seven local authority shareholders sold 49 per cent of the shares in the Airport Company to Copenhagen Airports, paving the way for an unprecedented period of growth and development which would transform Newcastle into one of Europe's most successful regional airports.

Newcastle International secured its first ever scheduled long-haul route with Emirates Airline, flying daily direct from Newcastle to Dubai and opening up onward connections to over 50 destinations. The route launched on September 1, 2007 and quickly became Emirates' best performing new route in the UK.

1990s

In 1991 Nexus constructed an extension to the Metro system linking Newcastle International Airport to the city and beyond, dramatically improving rail access to the airport.

In 1991/92, while some airports in the Midlands and the south of England recorded traffic losses of more than 20 per cent in the wake of the Gulf War and recession at home, Newcastle Airport was busy recording an impressive rise in traffic to a new record of 1.67 million passengers per year.

A new state-of-the-art £8 million air traffic control tower was opened in September 2007 by Rt Hon Nick Brown MP and the president of Emirates Airline, Tim Clark. At 45 metres tall, the Emirates Air Traffic Control Tower is over twice the height of the Angel of the North.

On November 8, 2007 Dave Laws was appointed as the airport's chief executive. Dave has worked at the airport since 1978, starting his career as a fire officer then working his way through many areas of the business including health and safety, personnel, passenger services, aeronautical relations and commercial.

In July 2008, Newcastle International acquired Samson Aviation Services Ltd, the private aviation business located on the south side of the airport site. The deal formed part of Newcastle International's wider plans to redevelop the entire south side of the airport, including the expansion of Newcastle College's Aviation Academy.

Whilst the number of passengers on both domestic and international scheduled routes had continued to show steady growth, the increase in charter holiday traffic was astounding, up 43 per cent in 1992/93 compared with the previous year. By 1993, passenger figures had hit 2 million.

Based on a turnover of £25.6 million Newcastle Airport was now ranked as the 117th largest company in the North East and 39th based on profit.

An extended and improved terminal building was opened on May 26, 1994 by the Princess Royal.

2012 saw the completion of a £3.2 million terminal development, creating an additional 5,242 sq ft of security search accommodation. The enhanced area will be equipped with the latest in security screening technology to ensure that the customers pass through this stage of their journey as swiftly and comfortably as possible.

In October 2012 Copenhagen Airports sold its stake in Newcastle Airport to AMP Capital of Australia.

In 2014 Newcastle Airport started a major £14 million development of its departure lounge. Works are set to be completed in summer 2015.

In 2015 the airport will welcome its first ever transatlantic service with United Airlines to Newark Liberty International Airport.

AOA ANNOUNCES JOINT CONFERENCE PARTNERSHIP IN “VITAL YEAR FOR AVIATION”

The AOA's Annual Conference will for the first time be held in association with aviation trade bodies, BAR UK, BATA and RAeS.

The new event partnership for what is traditionally the main aviation conference of the year, is in response to a particularly unique time for UK aviation. The conference takes place on 23-24 November at the Hilton Metropole Hotel, Marble Arch, London.

Delegates and exhibitors at the event will gain an unrivalled understanding of the issues facing aviation and aerospace both in the UK and overseas in the coming years.

AOA Chief Executive Darren Caplan said: “We are very pleased to announce that for the Annual Conference this autumn, the AOA is linking up with BAR UK, BATA and the Royal Aeronautical Society to host what we think will be the one of the best UK aviation conferences ever. Given we are bringing together airports, airlines and aerospace for the first time, it will be branded the ‘UK Aviation Conference 2015’. With a general election due in May

and the Airports Commission due to report soon after, this will be a great opportunity for our industry to unite and set out its stall to the new Government. It will take place on the 23-24 November, with a high calibre speaker line-up.”

BAR-UK Chief Executive Dale Keller said: “We support this initiative to bring together one of the UK’s most important sectors and raise the profile of aviation in the UK. The voice of the international airline community is crucial to the debate about the UK maintaining its leading role in global aviation, and this conference will hear from leading figures right across the aviation sector in what is sure to be an interesting and highly informative two days”

BATA Chief Executive Nathan Stower said: “It is great to be involved with The UK Aviation Conference. We already work closely with other trade bodies on issues such as aviation tax and sustainable

aviation; and this conference will once again show our sector working together as we address UK policy after the general election.”

Royal Aeronautical Society Chief Executive Simon Luxmoore said: “RAeS members have always been involved in global and UK aviation and aerospace issues. So we are very enthusiastic about partnering with airports and airlines on this conference, for what should be a fascinating event debating the issues of the day.”



AOA
THE VOICE OF UK AIRPORTS

**THE UK AVIATION
CONFERENCE 2015**

IN ASSOCIATION WITH



GET NOTICED, EXHIBIT WITH THE AOA

23-24 November 2015 at The Hilton Metropole, London



John Humphrys, AOA Conference Chair, 2014

THE BENEFITS OF EXHIBITING

Your brand will be on show throughout the entire conference as we place our exhibitors in the same room as our plenary sessions.

WHO WILL ATTEND

Around 300 senior figures in the UK Aviation sector and associated industries. You too will receive access as part of your package.

GETTING DELEGATES TO VISIT

We serve all refreshments and main meals around our exhibitors with networking tables increasing footfall to your stand.

SHELL SCHEME INCLUDES

- Fascia sign
- Power supply
- Two passes to the Conference
- Two invitations to the Awards dinner

3m x 2m £3,300

3m x 3m £3,900

6m x 2m £5,000

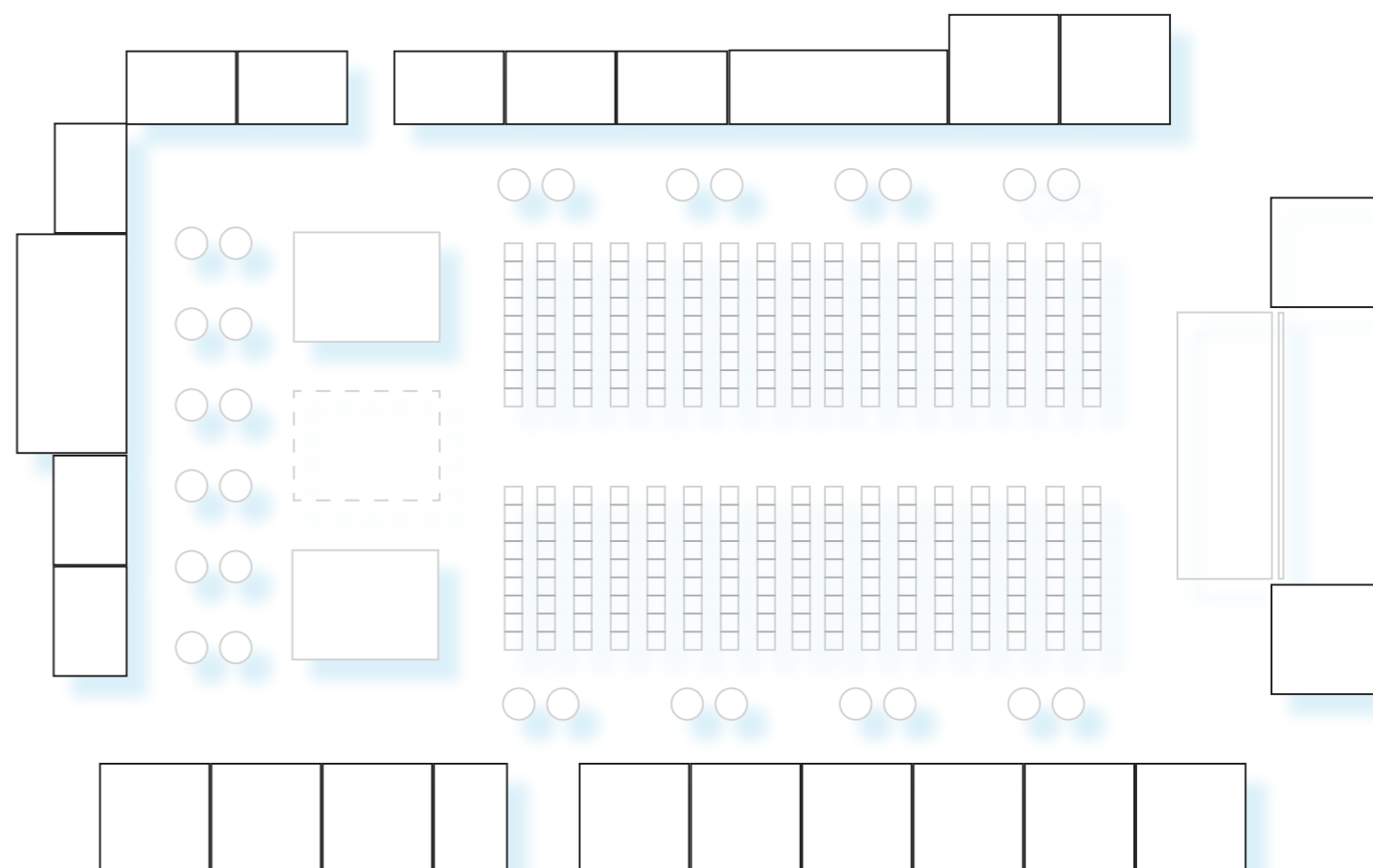
6m x 3m £7,500

Space only POA

BOOK NOW.

CONTACT WILL HAMBLING
AT WITHIN DESIGN
+44 (0)20 7845 5869
WILL@WITHINDESIGN.CO.UK

Availability is on a strict first come first served basis and stands have been secured already.



Plan correct at date of publication. Amendments can be made and we welcome requests for space only of non-uniform sized stands

NEW ROLE AT WILSON JAMES

Wilson James has made key changes to its operational management team recently. **Dee Thomas** has taken on the role of Head of Aviation & Specialist Services, moving from her previous position as Specialist Services Manager which saw her develop the company's services at Heathrow Airport including the RGSC (Rapid Goods Screening Centre), Childrens' Play Areas, VIP Services and Queue Measurement.

Dee's role now involves overall management of Wilson James' wider account group including Heathrow, Luton, Gatwick and Newcastle airports as well as a number of others. A key part of this will be enhancing the company's

existing VIP service offering. The VIP service has evolved since its beginnings in 2009, steadily moving from an average of 25 movements per day to its current rate of over 50. It has recently expanded with the appointment of a number of new highly specialist airside drivers taking the team to an impressive 60 strong, delivering services such as VIP transportation, onward travel and baggage collection.

Going forward Dee will be focussing on passenger services, improving experience and adding value to Wilson James' airport proposition, whilst building strong relationships with airport operators across the UK.



Dee Thomas Head of Aviation & Specialist Services



RPS

Aviation

Combining market leading planning and environmental expertise with innovative designs to meet the complex demands of the Aviation sector.

Our Aviation team support clients across the globe, providing a multi-disciplinary service including:

- Planning
- Architecture
- Environmental
- Engineering
- Due Diligence
- Masterplanning

Contact Kate Wvendth
T: +44 (0) 1636 605 700
E: kate.wvendth@rpsgroup.com

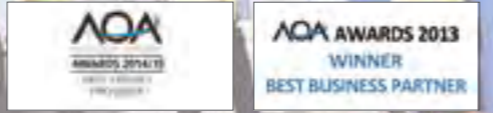
High flying integrated solutions



Wilson James delivers integrated logistics; security and specialist services tailored to the aviation environment and have earned a reputation for outstanding quality.

We offer integrated packages and a range of individual and value added services that deliver sustainable benefits at every step of the supply chain.

- Security & screening
- Logistics & support services
- Welfare & waste management
- Car park & bussing
- VIP services



LJLA CELEBRATE START OF FLYBE'S BELFAST CITY AIRPORT SERVICE

Liverpool John Lennon Airport (LJLA) celebrated the start of Flybe's brand new route between Liverpool John Lennon Airport and Belfast City Airport.

Passengers have the choice of up to three flights a day with the first departing from Liverpool at 08:25 and the last flight returning from Belfast City at 19:15. There is one return flight on both Saturday and Sunday. The summer schedule, which begins on 29th March, will see the addition of a fourth return flight each weekday and an extra rotation on Saturdays.

To mark the inaugural flight, Jordan Morgan who was the first passenger to

check-in this morning, was welcomed and presented with a bottle of champagne courtesy of the Airport and complimentary flights from Flybe. Jordan, an aviation enthusiast, booked to travel so that he could be on the first flight.

Managers at LJLA believe this new route could generate an additional 50,000 departing passengers per year through the Airport. Belfast has a well-established Business and Financial Services sector and the new service is expected to be particularly popular with the region's business passengers, who can now fly direct from Liverpool to Belfast City Airport and be in the City's business district just 10 minutes after leaving the airport.

Mark Povall, Director of Air Service Development for Liverpool John Lennon Airport, added: "This is the first new route of the year for the airport and it was great to be able to welcome the first passengers on the service today. We're delighted to see the growth of Flybe's business from here and will continue to look at further opportunities for Flybe to serve the Liverpool City Region, at what is an exciting time for the airline, ourselves and the Liverpool City Region."

Above (L to R) Flybe Cabin Crew member Stacy Allen, with Jordan, LJLA's Mark Povall and Stella Patterson also a member of Flybe Cabin Crew

DHL WIN AWARD FOR GATWICK CONSOLIDATION CENTRE

DHL has marked the first year of its 10-year contract with Gatwick Airport by winning the airport's prestigious 2014 Supplier Value Award, beating more than 650 other organisations. The company has also been recognised by the Airline Operators Association (AOA), scooping the Best Business Partner Award 2014.

Passenger numbers at Gatwick have continued to rise, creating greater demand for goods and services - which in turn required more deliveries into the Airport. To ensure the airport infrastructure could accommodate this growth, and to offer a more flexible solution for airport stakeholders, Gatwick and DHL worked together to develop a new, 4,366 sq. m (47,000 sq.ft) Consolidation Centre and inbound service to provide storage, airport security screening and final mile delivery for goods inbound to concessionaires. Branded 'Gatwick Direct', the new service began in November 2013.

DHL worked closely with concessionaires to tailor the solution to individual supply chain requirements, ensuring cost neutrality as a minimum whilst delivering an improved service. Since the partnership began, concessionaire participation in the final mile service has increased from 35% to 87% and, despite the huge increase in uptake, customer satisfaction has also increased, with passenger satisfaction up five per cent.

By providing concessionaires with the option of a single drop-off location, goods are consolidated and delivered in one go. This has cut the number of vehicles going airside bringing substantial benefits to Gatwick through improved Health & Safety and reduced carbon emissions.

The system provides the flexibility to support Gatwick's target of increasing passenger numbers to 40 million by 2018 and ensures passengers are serviced by the 450+ partners in a way that is efficient and profitable for all parties.

Simon Duggan, Senior Logistics Manager at Gatwick commented: "We are delighted the DHL team has won the Gatwick Airport's Supplier Award in this year's Value category. In a relatively short period of time, Gatwick and DHL have improved efficiency and displayed effective and collaborative use of gain share mechanisms and proactively pursued future opportunities to benefit both Gatwick and DHL."

Reduction in vehicles travelling airside, cutting carbon emissions

106% increase in stores serviced for final mile between Q4 2013 & Q1 2014

Passenger satisfaction increased by 5%

Concessionary take-up jumps from 35% to 87%



SafeSkys ControllerLease



Air Traffic Control • ATC Engineering • Wildlife Management

SafeSkys manages a database of CAA ATCOs for:

Sudden shortage of staff • Pregnancy leave
Attrition gaps • Summer schedules • Long term illness

WE CAN HELP

We can also supply FISOs and Air Traffic Engineers
SafeSkys is an ANSP and can provide turnkey ATC Services

Phone: 01494 558363 or visit: www.safeskys.co.uk

Are you taking wildlife management seriously?



avian safe

Wildlife management training by qualified trainers with actual practical experience; bespoke to your Airport's fauna and flora.

For an information pack please call 01494 558363 or email info@aviansafe.co.uk

WANDERLUST AWARD

Newcastle International Airport came out on top at the 2015 Wanderlust Magazine Travel Awards, winning the gong for Top UK Airport.

The magazine caters for adventurous travellers who want fresh and authentic travel experiences abroad.

TV presenter Julia Bradbury presented the awards, held at the Destinations Travel Show at Olympia in London.

"It's great to see the smaller regional airports coming out on top," said Wanderlust Editor Phoebe Smith. "Reporting a high satisfaction level, our readers clearly love Newcastle Airport, whether using it to travel within the UK or heading further afield. Well done to the whole team there - a well-deserved winner."





THOMAS COOK ADD MORE ORLANDO FLIGHTS FROM BELFAST

Thomas Cook Airlines has announced that it is adding another three flights to Florida for Summer 15 direct from Belfast International Airport.

This is in addition to the already announced flights to Florida, Las Vegas and Cuba. The services will operate on the Airbus A330 fleet and are on sale now.

Graham Keddie, Managing Director, Belfast International Airport, said, "This

expansion of services to Florida will be a big hit with local holidaymakers who now have more choice direct from their local airport. We are delighted that Thomas Cook are continuing to expand in the Northern Ireland holiday market.

The additional Belfast flights to Orlando in Summer 15, more than doubling additional capacity, will now depart on Fridays for 14 nights on the latest A330 with 49 Premium and 265 economy seats

on the following dates – 26 June, 3 July & 4 September 2015.

This is in addition to the existing flights from Belfast to Orlando on 30 Jun & 7 July.

VIEWING GALLERY REOPENS AT BELFAST INTERNATIONAL AIRPORT

Belfast International Airport has re-opened its Viewing Gallery and added a few additional features to the attraction.

Visitors will now be able to track the progress of arriving and departing aircraft and eavesdrop on Air Traffic Control (ATC) and apron chatter. The gallery gives panoramic views of the apron and the main runway and is set to be a big hit with 'plane spotters of all ages.

The viewing gallery is situated landside and is open to travellers and non-travellers alike.

The old gallery closed ten years ago as part of a major multi-million pound

re-configuration of airport facilities. Belfast International Airport Managing Director, Graham Keddie, says the spacious facility is second to none, and will prove hugely popular.

Mr Keddie adds: "The fact that this is all landside means that it's open to all. In other airports in the UK, only passengers catching a flight have a visual of the apron and runway, but here our gallery is accessible to all.

School children and others fascinated by airports and aircraft movements will be drawn to this welcome addition at the International. All you have to do is simply turn up and follow the signage to the Viewing Gallery.

It's free and the added features of the aircraft tracker and live audio from Air Traffic Control gives it genuine authenticity as a visitor experience.

The decision to re-open the gallery was a no-brainer. I knew the old gallery was badly missed, and what we've now done is responded to demand by the many people who like nothing more than seeing all the activity that is such a part of this airport."

The gallery is part of a bigger refurbishment programme involving the construction of new toilet and arrival facilities.



SIEMENS SECURES CONTRACTS WITH GATWICK AND HEATHROW

Gary Mason reports



Siemens Postal, Parcel and Airport Logistics (SPPAL) UK has won a new contract to design and build a simulation model of the baggage handling system operating at Gatwick's North Terminal.

In December 2014, Gatwick Airport Limited (GAL) awarded a new contract to upgrade the first key area of check-in controls in the South Terminal to SPPAL inclusive of design, supply and commission.

Gatwick's South Terminal comprises eight concourse check-in zones and more than 180 check-in desks linked to the baggage electrical and controls system running the automatic Hold Baggage Screening (HBS) operation. In total, the South Terminal covers 160,000 square metres and Gatwick serves around 38 million passengers a year flying to around 200 different destinations. For SPPAL, Iain McLeod, Project Manager said: 'Siemens

secured this system critical project by demonstrating how we will meet key project deliverables whilst working in a live terminal environment'.

Earlier in 2014, GAL renewed a 12 month service contract with Siemens to provide engineering support for the operation of the baggage handling systems at both the South and North terminals with an option to extend the contract for a further two years. The renewal of the contract provides GAL with invaluable continuity to ensure maximum uptime of both terminal operations with the opportunity to provide on-going system enhancements. Flexible on-site engineering support enables SPPAL to provide additional or specialised resources to implement minor modifications and enhancements to the control systems to reflect changes in the configuration and layout of the conveyors as a day-by-day activity as well as respond to urgent calls to investigate suspected failures.

Out of hours emergencies will be covered by experienced engineering support on 24 hour call out. In addition, a tasking contract has been placed to access additional resources to assist with the implementation of on-going system changes and enhancements.

SPPAL PROJECTS AT HEATHROW AIRPORT

Recently SPPAL finished works at Heathrow's Terminal 2 building – the brand new Queen's Terminal, following the successful delivery and implementation of a baggage handling system capable of processing up to 4,800 bags every hour. Previously, SPPAL already successfully finished other projects at Heathrow Airport, such as the new integrated baggage traffic system for Terminal 3.

Gary Mason, Editor of the Airport Operator, interviews:

GLASGOW AIRPORT MANAGING DIRECTOR AMANDA MCMILLAN



Amanda McMillan, CEO of Glasgow Airport



GM: Glasgow Airport has ambitious plans for growth and the number of routes you are offering has grown significantly. What is driving this growth and can you sustain it given the high competition, particularly within the European market place?

AM: 2014 was a fantastic year for Glasgow Airport - we saw our passenger numbers grow by 4.8% to over 7.7 million and we further strengthened our network by securing 20 new routes and services. This included direct flights to Las Vegas, Cuba, Halifax, Bordeaux, Munich and Marrakech. In October 2014, we welcomed Ryanair on board for the first time and the airline will bring in excess of 850,000 additional passengers per year. Taking all these developments together we expect our passenger numbers for 2015 to step comfortably above 8 million and put us on track to achieve 9 million.

Our route development efforts were also boosted by the series of major international events which ensured the eyes of the world fell on Glasgow and Scotland throughout 2014. The Commonwealth Games, the MTV European Music Awards, Radio 1's big weekend and the Ryder Cup Gala Concert all helped raise our profile. In 2015 the city will again open its doors to the world to host the prestigious Turner Prize, the Davis Cup, the IPC Swimming World Championships, the World Gymnastics Championships as well as a number of major business conferences and events.

There are many reasons why airlines want to fly to Glasgow - a city described as the economic

powerhouse of Scotland. As Scotland's largest city, it makes the highest contribution to Scottish GVA of any Scottish city. Glasgow also has over 30,000 registered businesses, 17,000 of which are private registered with an annual turnover of £31bn.

While there's no doubt the aviation sector is more competitive than ever, Glasgow is well positioned to continue to grow. The connectivity provided by Glasgow Airport is a major factor in the success of the Glasgow City Region, providing the business community with invaluable access to existing and emerging markets.

GM: Last summer the airport served as a gateway for the Commonwealth Games. What impact did that big event have on the airport and what lessons did you take away from the experience?

AM: Our preparations for the Games were extensive, spanning almost two years and covering a diverse range of activities from security and team logistics through to entertainment. As well as the powerful memories that everyone at the airport has of the Games, the lasting impacts are obvious to see for all our passengers.

The physical appearance of the airport was extensively upgraded in the lead up to the Games through a £17 million investment programme which saw large parts of the main terminal building undergo a major makeover, including international arrivals, which for many was the gateway to the Games

The transformation of the terminal has resulted in a greatly improved experience for all of our customers and staff and is something we are eager to sustain and uphold as we move forward. Likewise the atmosphere that we created during the Games is something we intend to uphold through a similar plan for entertainment throughout our busy summer months and through our day-to-day focus on stand-out customer service.

GM: Passenger numbers grew to 7.7m in 2014 - an annual increase of 4.8%. If that pattern continues does the airport plan to expand its facilities significantly and how do you envisage that can be achieved - ie will you ultimately require another runway and more terminal buildings?

We have enjoyed sustained passenger growth for the past four years and we aim to continue that trend in the years ahead. We will make the most of our existing assets, and will invest further. 2015 will see us continuing the redevelopment of our main airside passenger lounge area, complete the extension of our East Pier and add additional stand capacity.

We are also set to benefit from the Glasgow and Clyde Valley City Deal which will see £1.13 billion invested in major transport and infrastructure projects. The deal, which was announced by both the UK and Scottish governments last year, is expected to create over 28,000 new jobs by 2035, including 15,000 construction jobs, and generate around £1.75 billion of additional economic activity in the city

per year. A rail link to Glasgow Airport was listed as the priority project with £144 million earmarked to deliver the project. A further £51 million has been set aside for the proposed Glasgow Airport Investment Zone which will build on existing commitments to capitalise on the airport's economic and employment strengths, including new investment on roads and access to the M8.

GM: The Smith Commission has recommended that APD is devolved to the Scottish Parliament. What impact will this move have on Scotland's airports and aviation industry in general?

AM: We very much welcome the recommendations put forward by the Smith Commission - and the UK Government's subsequent support - of devolving Air Passenger Duty (APD) to the Scottish Parliament. Giving the Scottish Parliament full control over APD will play a major role in strengthening Scotland's connectivity and will help to boost our economy.

APD is the highest air passenger tax in the world and the longer it is in place the longer it will damage Scotland's economy, our tourism potential and our ability as a nation to prosper. This is a case we have made clear to the UK Government on a number of occasions.

The stark impact of APD was highlighted in a 2012 report commissioned by Glasgow, Edinburgh and Aberdeen airports, which warned that in addition to costing Scotland two million passengers per annum,



by 2016, APD will cost the Scottish economy up to £210 million in lost tourism spend per annum.

It is vital that this policy move put forward by the UK Government is progressed as soon as possible to ensure our tourism industry can continue to flourish and Scotland's economy can thrive.

GM: Since December you have been under new ownership. Has this changed the airport's business model and shifted priorities? Are there more opportunities through greater investment?

AM: Glasgow Airport, together with Aberdeen and Southampton Airports was sold by Heathrow Airport Holdings to Ferrovial and Macquarie on 17 December 2014, forming a new company - AGS Airports Limited.

This is a very exciting time in the development of our airports. Over the next five years, we are targeting significant growth in passenger volumes across current and new carriers, with increased routes with European hubs and new leisure destinations.

We have plans to invest in major projects which will include the enhancement of terminals and airfields (runway and taxiways resurfacing) which will enhance the customer experience and support the growth of the airports and their local communities. Aberdeen, Glasgow and Southampton airports are all vital to their respective communities and key destinations for national and international travellers.

GM: Does Glasgow think of itself as an international airport, a regional airport or a bit of both?

AM: With some 30 airlines serving approximately 110 destinations worldwide, including Canada, the US, the Caribbean, Europe, North Africa and the Gulf, it is clear to see that Glasgow is an international airport. It is also Scotland's principal long-haul airport as well as Scotland's largest charter hub.

Glasgow Airport serves more Scottish destinations than any other airport and is a key component of Scotland's transport infrastructure. The connectivity provided by Glasgow Airport is a major factor in the success of the Glasgow City Region. We provide the business community with invaluable access to existing and emerging markets.

However we are also mindful of our role within in our local region and seek to support our local communities both through employment and economic development and also through our charitable foundation, the FlightPath Fund which since 2010 has committed almost £1 million in funding support to over 250 charities and local community groups.

Global knowledge, local expertise

Securitas are knowledge leaders in security, working with our customers we design the most effective combination of the best in technology with the skills of our people.

Within the UK Aviation sector, our security solutions naturally centre around airports and their various needs. Securitas offer our customers a range of services from; fire solutions, technology solutions, covert testing, aviation training and security screening.

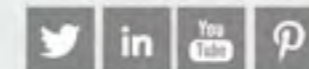
Our experience and professionalism ensures that we deliver everything required for modern aviation security.



To discuss your security requirements, contact us on:

0800 716 586

www.securitas.com





Follow us on our social media




babcock

trusted to deliver™

Delivering innovative through-life airport solutions

We focus on delivering integrated airport solutions and support services to some of the world's busiest airports. We partner with our customers to deliver innovative customised solutions that increase efficiency and deliver cost savings without impacting on their day-to-day operations.

We recognise the importance of getting it right first time, and on time, and deliver a range of long-term benefits including:

- Significant cost reductions
- Innovation & best practice
- Uninterrupted availability & uptime
- Whole-life value & optimised asset management
- Improved performance & resilience

We provide:

- Design, installation, operation and management of complete baggage systems
- GSE fleet management
- Airport IT systems management

Contact our team:

Tel: +44 (0) 2020 8283 1350
 Email: airports@babcockinternational.com
www.babcockairports.com

To support the world's biggest bands, Martin Corr needs a bigger Heathrow.



It might only be rock and roll, but it's big business for Martin Corr, MD of Sound Moves. His company coordinates the movement of musical equipment for some of the world's biggest music tours.

Tours today are getting more global. Rising incomes in emerging markets mean rising demand for bands to play there. For Martin to get equipment to these new venues he needs more frequent and direct flights.

Which is why he wants an expanded Heathrow. As does his local Chamber of Commerce. And 29 other Chambers of Commerce, from Kent to Inverness.

Up to £211 billion for the economy. Up to 180,000 new jobs nationwide. Martin, and UK entrepreneurs like him, don't need convincing about the benefits.

They just need an expanded Heathrow.



Heathrow
—Taking Britain further—