

# THE AIRPORT OPERATOR

THE OFFICIAL MAGAZINE OF THE AIRPORT OPERATORS ASSOCIATION

## DELIVERING A BETTER AIRPORT

*London Luton*

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**C**an I welcome readers to this, the second of the new look Airport Operator magazine. I hope you approve of the new format.

Since the last edition we have of course had a General Election. It is true to say that there was some apprehension in our industry at the prospect of an indecisive outcome with a new set of Ministers, the possibility of a second Election quite soon and the uncertainty that that would have brought. In the event, we have a majority Government with, most unusually, both Secretary of State and the Aviation Minister, and their Labour Shadows, all unchanged. Patrick McLoughlin is already the longest serving Secretary of State for Transport since Alistair Darling.

Irrespective of the outcome, our asks from the new Government would have been the same. Firstly, we feel that the industry made considerable progress in the past five years in terms of the policy framework within which it operates; and some progress in terms of the fiscal framework. The challenge now is to build upon that. The immediate policy issue will arise when the Sir Howard Davies Airport Commission issues its Final Report, which is expected to be some time during the summer. Our position is clear. We urge Government to act on the recommendations; we also urge Government to take steps to make use of existing capacity and encourage all airports, all over the country as well as those in London and the South East, that wish to grow to do so.

The fiscal challenge is also high on the agenda. The Queen's Speech includes

the proposal that APD be devolved in Scotland. The Scottish Government has made it clear that it will seek to halve the APD rate in Scotland. Whilst we welcome reductions in the current eye watering levels of APD, we absolutely insist on a reduction anywhere in the UK being matched by the same reduction everywhere else.

We will also be campaigning for the Government to incentivise the take up of sustainable aviation fuels, which is an initiative being promoted by the Sustainable Aviation coalition. This has the potential to contribute £480 million to the UK economy by 2030.

We will also be urging real reductions in the Red Tape that impacts upon our industry and it is heartening that the new Secretary of State for Business, Innovation & Skills, Sajid Javid, has named Red Tape reductions as his personal priority. In similar vein, we will be seeking even closer alignment of aviation security measures with risk and desired security outcomes. We wish to see improvements in surface access to airports through a single transport strategy and we also need clear land use policies within noise contours around airports.

We at the AOA are all motivated by these challenges. We have had a number of team changes recently. Rebecca Roberts-Hughes has recently taken up a new position at the CAA, and she goes with our very best wishes and our thanks for her contribution to the AOA; and we welcome new AOA Policy Manager Peter O'Broin, who has been working in an EU policy role in Brussels. We also have a new Events & Member Relations Executive, Sally Grimes, who has previously worked extensively in tourism and travel. I am sure you will join me in welcoming Peter and Sally to the team.

We are looking forward to our Annual AOA Summer Reception in the House of Commons on 30 June, which we are holding jointly with BATA, BAR UK and IATA. I hope to see many of you there.

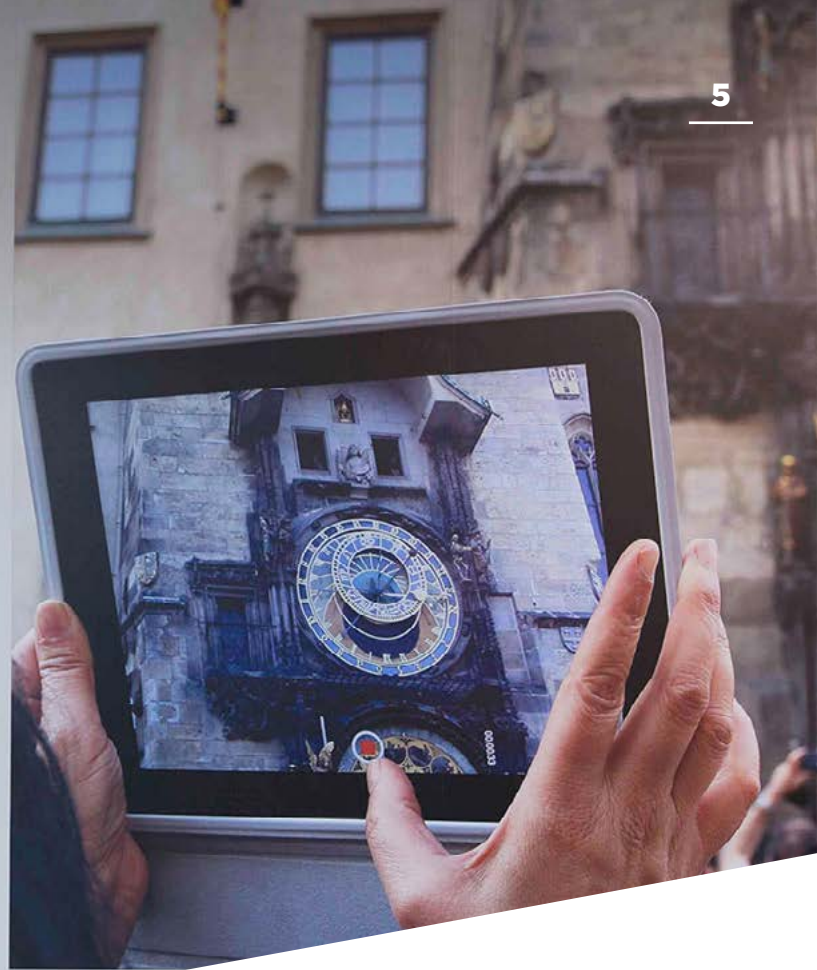
*Ed Anderson, AOA Chairman*

# DELIVERING A BETTER AIRPORT

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*Nick Barton, CEO of London Luton Airport (LLA) explains how a major investment in passenger experience and improving transport links is designed to contribute towards London's current "six runway system" and ease capacity problems in the South East in the short to medium term*





*Nick Barton, CEO of London Luton Airport*

It has been a busy year for London Luton Airport (LLA). Following the acquisition of the airport by **Ardian** and **AENA** in 2013 we set out to invest £100 million to expand annual capacity from 12m to 18m by 2026 and transform the passenger experience – a project that began in earnest in December last year.

#### **ROUTE AND CARRIER GROWTH**

The development began with the launch of our new future-focused visual identity that was designed to symbolise the beginning of the airport transformation. Since then we have added four new airlines and 10 new routes. Four of these took flight in as many days in April as aircraft departed on new routes to New York, Porto, Antalya and Waterford.

The growth in routes and carriers continues apace, with a further four routes already confirmed for this year. We also hope to add more domestic, European and international destinations to our expanding

network. The addition of La Compagnie's new business class-only service to New York is particularly exciting and is testament to LLA's great transport links and close proximity to London and the airport's convenient and easy to use terminal.

We are proud of the strong relationships which we have formed with the carriers based at LLA. Indeed, easyJet has recently attributed its impressive financial results, in part, to the growth of its operations at London Luton. In May this year Sophie Dekkers, easyJet Director of UK Market, said: "We're now at 5m passengers at Luton, that's gone up by 400,000 which is a significant increase. The infrastructure improvements will provide an opportunity to make the airport one that is world leading." We look forward to developing similarly close bonds with the new carriers joining us this year and in years to come.



## IMPROVING THE PASSENGER EXPERIENCE

Improving the experience for passengers lies at the heart of the redevelopment work, particularly as our passenger numbers continue to grow. We have enjoyed 13 months of consecutive growth to date, and just under one million people travelled through the airport in April. Earlier this year we launched an ongoing retail tender for 48 units which will bring exciting new retail and dining options to the airport; total retail space is set to more than double in size to over 8,700 sq m as part of the redevelopment programme. The stores will be split into four distinct zones to deliver the best adjacencies for retailers and restaurant operators:

Luxury; Affordable Luxury; High Street; and Food & Beverage.

We have awarded the concession for a flagship Duty Free store, offering leading and iconic brands such as Chanel, Burberry and Jo Malone, to LS Travel Retail. We will also be opening a new world-class executive lounge this summer, which will feature leisure zones, snooze pods and spa facilities.

### SURFACE ACCESS

The development work does not stop at the terminal building. Delivering a better airport is underpinned by improving access by road and rail to enable 18m people to get here.

Major improvement works to the M1

were completed in May 2015 with 400,000 man-hours going into improving road access to the airport. We now have a direct and seamless dual carriageway running directly from the M1 to the Airport approach road, which will in turn be upgraded to dual carriageway.

We are planning further significant improvements to transport connections, including working with the Department for Transport to improve rail links and building a remodelled bus and coach interchange outside the terminal.

Further to this, our ongoing work with the DfT and rail operator Govia has resulted in the Thameslink Rail



Franchise introducing a minimum of two services an hour 24 hours a day between London St. Pancras International and Luton Airport Parkway. An extra 400,000-600,000 existing passengers per year are expected to take advantage of the additional services, delivering a dramatic improvement to surface access arrangements.

#### **LOCAL BENEFITS**

The expansion of LLA will not just be advantageous for passengers – local residents will also benefit. The airport's transformation will act as a catalyst, stimulating economic growth and jobs across the region. Currently we estimate the development will contribute an extra £283 million to the

local economy as well as creating over 5,000 new jobs.

As the region's largest employer, we are ideally placed to bring together different groups to meet the challenges of our communities. Our scale gives us the opportunity to make a positive difference to the local area and the East of England as a whole. The success of our approach is nowhere better reflected than in our youth employment initiative 'Get Into Airports', which has helped over 90 young people secure sustainable work. In January we held our second supply chain event, 'Meet the Buyer', which connected 44 local businesses with airport-related companies, contributing to £9m being spent with

suppliers within 35 miles of the airport in 2014.

#### **LONDON SYSTEM**

We firmly believe that LLA will continue to play an important part in London's current six runway system, with our transformation helping ease capacity constraints across the South East in the short-medium term. We have already enjoyed a strong start to the year, and are confident that this sets the tone for the months to come.

# SECURITY STANDARDS THE WAY AHEAD

*Peter Drissell, Director of Aviation Security at the Civil Aviation Authority (CAA) has set out how he believes airport operators and carriers can improve security standards in the UK.  
Gary Mason reports*

Since April 2014, responsibility for aviation security regulations has been transferred from the UK's Department of Transport (DfT) to the CAA. It also now has responsibility for monitoring and enforcing industry's compliance with the security regulations. In addition, the CAA provides independent expert advice to the Secretary of State on aviation security.

But having taken over the role as the chief regulator of aviation security in the UK, the CAA has identified serious shortcomings in the way the system currently works.

**Peter Drissell, the CAA's Director of Aviation Security**, gave a detailed presentation on these issues at the Counter Terror Expo in London in April. "Aviation security faces new challenges all the time. The question for me as a regulator is 'has regulation evolved alongside those new challenges?'," he asked. "Is the way that we are regulating and complying with those regulations - has that kept up? I would be very dishonest to say anything other than 'no' here."

Drissell says it is worth exploring in more detail why that is the case. "It is certainly true that security measures have evolved," he says. "Every time we have a major incident a whole bunch of

people from a range of different sectors of the industry sit down and change them. So we are learning and new measures come in as a consequence of what has just happened."

He said a number of historical incidents have shaped the UK's aviation security landscape including the 1998 Lockerbie bombing.

#### **LEARNING FROM LAPSES**

The suitcase containing the bomb was loaded into a Pan Am cargo container at Frankfurt International Airport.

The bomb was hidden in a portable radio/cassette player. Inside the case a larger-than-normal battery was





wired to a barometric sensor, a small device concealed under the cassette-play motor. This in turn was set to start a timer, which in turn was wired to a detonator.

There are a number of different theories as to how the bombers defeated the security measures (albeit that they were lax by today's standards) at Frankfurt and Heathrow.

It may have been a "proxy-bomb", taken to the airport and checked in by a passenger bound for New York.

Alternatively, it may have been an unaccompanied device - in other words it was smuggled airside and slipped into the container of New York

luggage. This would have needed someone with an airside security pass and access either to the luggage container or to the baggage train. The suitcase would also have needed the correct destination baggage-tag.

Since the bombing the screening of luggage has been tightened up considerably.

Once the bags go down to the loading bay, a certain number go through additional checks.

There are screening devices which can detect hidden explosives in luggage. Virtually every radio, laptop and video can be checked against the

maker's diagram to see if there are unexplained internal wires or switches.

There are also now strict checks on unaccompanied luggage - if the bar-code tags can't be matched to a passenger on the computer, the bag is taken off the plane and treated as suspicious.

Drissell says the Lockerbie bombing involving Pan Am Flight 103 represented a "sea change" in how UK airports looked at aviation security.

"The liquid bomb plot in 2006 had a similar impact," he adds. "It forced us to look very closely at what we were doing and how we were doing it."



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Peter Drissell says that a new set of arrangements needs to be introduced into aviation security to make sure that airport operators take full accountability for their operations.

*“It may seem strange if you come from a risk managed world to be making that statement because it would be true in almost every other environment. But it would give more assurance than simply having an inspector come round to an airport, once, twice or even three times a year because that is just giving a snapshot, it is not providing fundamental assurances.”*

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## CHICAGO CONVENTION

But while the aviation sector has reacted very quickly to security breaches brought about by actual events, in many ways the legislative “context” of aviation security hasn’t changed a great deal. “ICAO Annex 17 of the Chicago Convention is still the baseline for the world’s aviation security and that dates back a very long time ago to the 1940s,” he says.

He adds that while it is true that the clauses in the Annex have since been developed to a greater level of sophistication and there has been a large amount of aviation-related legislation that has come from the EU, “fundamental aspects of the legislation” never change.

“The most important point to make here is that the legislation is still what I would call prescriptive,” he explains. “It is very detailed and says these things should be protected in these ways at this frequency using these techniques and equipment with this capability. It is, in fact, very prescriptive in what airports and carriers need to do even when it comes down to things like training of staff.”

## PRESCRIPTIVE REGULATION

This has been allowed to continue despite the fact that it has long been recognised, not least by the aviation industry, that prescriptive measures do have a real impact on passenger experience. “They can also introduce inefficiencies in the way aircraft and the aviation industry operate,” Drissell says. “Understanding these procedures or failing to understand them and take them into account can have serious potential impact on an airline,” he added.

The CAA also believes that lack of flexibility in security protocols is an emerging problem. “The problem with prescriptive regulation is that they can never be contoured or nuanced or be able to adjust to individual circumstances. It is a shotgun approach and tends to be very broad in its application.”

So given these weaknesses why is aviation security regulation so prescriptive? “In part I think it is relatively simple to understand,” says Drissell. “It is also relatively simple to implement. If you are given a set of rules you just take them and make sure they are enforced.

“For us as the regulators the system is also simplified through prescription because we just write a set of rules down and publish them.” He says that in some ways the UK aviation industry is “bound in” to prescriptive regulation on security because it is hide-bound by other prescriptive regulation in other parts of its business, including company law and health and safety legislation.

## THE BUCK STOPS WITH THE OPERATOR

“I think this is all a bit strange when you consider that all of aviation security in terms of statutory responsibility sits with the operator,” he says. “This responsibility doesn’t even fall to those doing the monitoring. When we look to see if an operator is doing what they should be doing, that statutory responsibility stays with them.

“The consequences of any serious aviation security incident rests with the operator, and so it should because they are best placed to understand the risks to their operation and to make sure they are being addressed. It is for them to make the judgment that their operation is as secure as it can be in a very imperfect world.”

This means that a prescriptive regulatory system, whatever its merits in terms of simplicity, sits “a little oddly” within the aviation industry. “You have got somebody telling an organisation what they should do and how they should do it in all sorts of prescribed ways yet ultimately they don’t have accountability if things go wrong. Instead, it’s the airline, the airport, the cargo operator, the in-flight supplier who bears the full responsibility for that failure.”

## TICK BOX SYSTEM

He says that there is a danger with the current system of regulation that the operator will “lose sight” of what they are trying to achieve. “If you reduce it all to a tick box system how much understanding will there be behind that process?” he says. “People need to ask themselves why they are doing it, the outcome they are trying to achieve and how they are going to make that happen. Ticking boxes will not give them the answers to those questions.”

He stresses it is also a “dangerous assumption” to think that “the regulators do it for us and the compliance team come round once a year to make sure therefore we are safe.”

He says a new set of arrangements needs to be introduced into aviation security to make sure that airport operators take full accountability for their operations.

“It may seem strange if you come from a risk managed world to be making that statement because it would be true in almost every other environment. But it would give more assurance than simply having an inspector come round to an airport, once, twice or even three times a year because that is just giving a snapshot, it is not providing fundamental assurances.”

To address this the CAA is introducing a new process of Security Management Systems (SeMs).

**For more on this see page 13.**

## QUALITY ASSURANCE

“Without this step any progress beyond prescription becomes more difficult to achieve,” says Drissell. “It effectively will provide quality assurance for an organisation’s security activities by enabling the operator to be confident that he has assessed all his risks and has looked at his activities in a granular way to ensure it matches his operation. It will also demonstrate that he is addressing those risks

in an appropriate manner and an appropriate time frame.”

The CAA believes this change in approach will allow airport operators and carriers to have a much more “introspective view” of their security arrangements instead of just satisfying the regulator.

“I think SeMs will also make it very clear to operators what they need to do in order to prove their security operations. It doesn’t rest on the false assumption that compliance teams will do that for them,” he adds.

The UK aviation industry is not the first country to introduce this type of approach to security and the CAA has been working with counterparts in Canada, Germany and France to perfect the system.

“I think that the team at DfT particularly have put a lot of intellectual horse power into what this means in practice,” he says. A CAA/DfT document has been sent to ICAO and according to the CAA the response has been very positive in a way that may set an international standard for aviation security compliance.

Two UK pilots for SeMs – at Stansted Airport and with Virgin Atlantic – have been launched are going well according to the CAA. “They have seen in practice what integrating the system into their own policies and procedures really means,” says Drissell. “Those pathfinders have proved the concept of SeMs and others will now follow.” He says the CAA is now looking at a cargo operator and in-flight supplier to follow that route.

If the scheme is to be a success Drissell stresses that the accountability for security needs to start at the most senior level for carriers and airport operators. “Boards are ultimately accountable for their operations and this will provide tangible evidence that board members take security seriously,” he says. “It seems strange to me that safety is a board issue and nobody has any problems with that so why should security be any different?”

Another advantage to having real accountability for aviation security at board level is that they will be responsible for resourcing it properly. “One of the problems we have seen is

that there may be great ambition but not the resources to put that into place.”

The CAA is keen that the new system will be driven by performance measurement which means the use of key performance indicators (KPIs). Drissell says that this will be a new experience for the industry in many cases. “One thing that strikes you about aviation security when you look at it closely is how few KPIs there are,” he says.

## SECURITY MANAGEMENT SYSTEMS (SEMS) AND THE SEMS GUIDANCE

The CAA and DfT have jointly published two Security Management System (SeMS) guidance documents; a SeMS framework and a separate note for accountable managers.

This guidance sets out how organisations in the aviation sector should develop their security management systems.

Having considered the responses to an industry consultation, the Government concluded in June 2012 that the development and roll-out of SeMS was the right first step to take towards the delivery of a more flexible regulatory approach. Any future discretion could be granted to organisations only when there was assurance that security risks, which remain substantial, were being appropriately managed by the organisations themselves.

- The concept of SeMS is based on safety management systems, so should be familiar to those in the

aviation sector. The idea is that:

- security risks should be managed at the right level, overseen by company boards;
- activities should be measured to provide management information on security performance;
- there should be people in the organisation who are accountable for maintaining rigorous security standards, using the management information; and
- there should be a culture that promotes high security standards throughout the company.

SeMS achieves this by providing an organised, systematic approach to managing security which embeds security management into the day-to-day activities of the organisation.

### THE VALUE OF THE SEMS FRAMEWORK

Although a SeMS is not required by the regulations, the CAA believes that organisations will recognise that by developing a

SeMS in line with the Framework they will gain an effective security quality management system which will meet the quality control requirements of articles 12, 13 and 14 of EC 300/2008 and allow them to manage risks more effectively and efficiently.

In addition to an organisation's own security assurance, SeMS implemented consistently across industry will bring each organisation further benefits. It will provide assurance of the security performance of those suppliers and partners who have a SeMS, and it will facilitate meaningful benchmarking and trend analysis, enabling an organisation to understand how well its own performance compares to the performance in its sector generally.

Consistency with the Framework will also enable the CAA to understand an organisation's security performance. Without this the CAA will have no option but to maintain its current compliance-checking regime.





THE VOICE OF UK AIRPORTS

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### **NATASHA KAPLINSKY ANNOUNCED FOR AOA'S UK AVIATION CONFERENCE 2015, PARTNERED WITH BAR UK, BATA AND RAES**

The well respected ITN news anchor and presenter, Natasha Kaplinsky, has been announced as moderator of the AOA's UK Aviation Conference 2015, to be held in association with BAR UK, BATA and RAeS on 23-24 November at the Hilton Metropole, London.

The conference is the first of its kind to be held in the UK, bringing together the entire country's aviation industry through the AOA, BAR UK, BATA and Royal Aeronautical Society. The Conference & Exhibition is targeted to airline, airport and aerospace senior executives and managers, government officials and regulators, industry stakeholders and the media. Anyone with an interest or significant presence in UK aviation and aerospace should be looking to attend the conference.

AOA Chief Executive, Darren Caplan, said: "Natasha is a renowned newsreader and television presenter, who has shown a real interest in aviation and aerospace issues in recent years. Natasha's engaging style is sure to encourage thought-provoking subjects and discussions from conference speakers and what will be a very knowledgeable audience; and it will help firmly establish this event as the preeminent annual aviation conference, showcasing the UK's leading role in global aviation."

- **BAR UK** is the Board of Airline Representatives UK, representing foreign carriers with a presence in the UK
- **BATA** is the British Air Transport Association, representing UK registered carriers
- **RAeS** is the Royal Aeronautical Society, a membership body for aviation professionals and industry representatives

*Natasha Kaplinsky  
AOA Conference Moderator, 2015*

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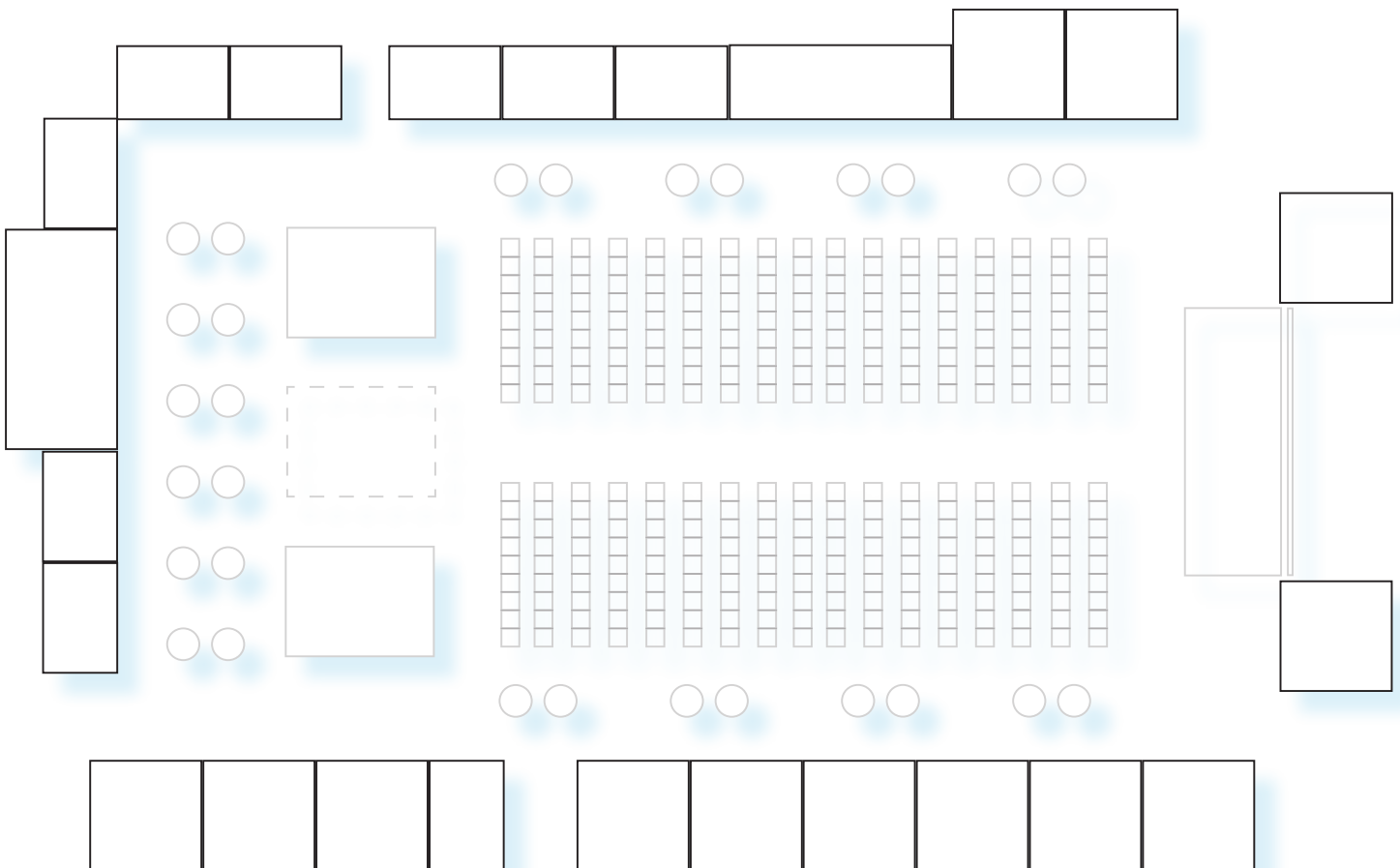
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# FEELING THE PINCH: THE FUTURE OF SMALLER AIRPORTS

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*Air Passenger Duty and constrained capacity are the two biggest threats to the viability of the UK's smaller airport sector which plays a vital role in regional transportation and the wider economy, a House of Commons inquiry report has concluded. Airport Operator editor Gary Mason, reports*





A House of Commons Transport Committee report on smaller airports, published in March, has found that Air Passenger Duty (APD) is the principal threat to the smaller airports sector.

The report concludes that APD cannot be amended to support people, businesses and regional economies because of the operation of European competition law, while proposals to devolve it to the regions would serve only to spread a patchwork of market distortions across the UK.

A smaller airport was defined by the Committee as one with a Civil Aviation Authority (CAA) licence which handles fewer than 5 million passengers per annum. The 40 or so smaller airports that were in the scope of the inquiry ranged in size from Newcastle International Airport, which handled 4.4 million passengers

in 2013, to London Ashford Airport (Lydd), which handled 670,000 passengers. It also considered smaller airports which did not handle scheduled passenger flights but which hosted services such as business aviation, express air freight, general aviation or helicopter operations.

Smaller airports host a range of aviation services including scheduled services to domestic and international destinations, lifeline passenger services to geographically isolated locations, chartered holiday flights, freight and cargo operations, flying schools, helicopter operations and aircraft maintenance.

Smaller airports are also economic enablers, the report found. They allow businesses and people to transport themselves, visitors, customers and products nationally and internationally, which facilitates both exports and internal investment.

In addition, smaller airports are themselves employers and often provide a focus for clusters of aviation-related businesses. For example, Newcastle International Airport provides 3,200 onsite jobs and supports a further 8,000 jobs in the North East region. It generates some £650 million each year for the north-east economy. Similarly, more than 2,000 people work at Liverpool John Lennon Airport, which contributes around £170 million annually to the local economy. The committee also concluded that smaller airports are crucial to the maintenance and growth of regional economies.

They also provide essential lifeline connectivity for geographically isolated locations such as Orkney, Shetland and the Hebrides. Such services are generally not commercially viable and require state support.



The UK contains a relatively large number of airports in a fairly small geographical area. The inquiry found that it contains more airports per head than comparable EU member states.

Smaller airports grew rapidly in the late 1990s and early 2000s. Over that period, airports outside London grew more rapidly than those serving the capital, because passenger numbers increased in line with the expansion of low-cost, short-haul airlines. The reverse side of that coin, the inquiry found, is that since the 2008 recession, smaller airports have suffered disproportionately compared with larger ones.

John Spooner, Chairman of the Regional and Business Airports Group, told the inquiry that “small airports caught pneumonia when the rest of the country caught a cold.”

The report states: “Smaller airports are relatively fragile commercial entities. While they operate from fixed locations and catchment areas, airlines and other aviation businesses are highly mobile and can swiftly adjust or relocate their services in line with demand. Smaller airports that rely on services provided by a single airline are especially vulnerable

to fluctuations in market conditions. In response, some smaller airports have diversified the range of aviation-related activities conducted from and at their sites to maximise resilience and commercial viability.”

#### EXPANSION AND RECESSION

Darren Caplan, Chief Executive of the Airport Association told the inquiry that Bournemouth Airport is an example of an airport business that has successfully diversified. They have one third commercial, a third general aviation and a third cargo. Meanwhile, Humberside has gone strongly into helicopters to supplement its income. Biggin Hill and Farnborough both have a strong aerospace component on their sites for example.

Since the 2008 recession, Bristol Filton, Coventry, Plymouth, Penzance and Manston airports have all closed either completely or to commercial traffic. In addition, Blackpool closed to commercial traffic after the House of Commons inquiry started.

Although the circumstances varied in those cases, the closures were ultimately a result of airport owners and/or airlines concluding that commercial services were no longer viable. Ian Osbourne, Group Director

for Regulatory Policy, CAA, asserted that “it is very hard to kill an airport”. He argued that uncommercial airports often “drop down to a semi-dormant state” but are “still there... disciplining the market.”

#### DISPROPORTIONATE EFFECT

But the effect of APD on smaller airports is disproportionate. The AOA told the inquiry that it is the biggest single economic challenge that they face.

Because APD is a departure tax, it is currently applied to both the inbound and outbound legs of domestic return flights in the UK. Such domestic flights might involve travelling point to point or transferring to/from further flights at a hub airport in the UK. Domestic return flights are core business for airlines operating from regional smaller airports. The double-charging of APD disproportionately affects passengers travelling from UK smaller airports in addition to placing all UK airports at a disadvantage compared with their EU competitors. For example, a passenger who took a return flight from Leeds-Bradford airport to New York via Heathrow would be charged APD on the outbound flights from Leeds-Bradford to Heathrow and from Heathrow to New York. In addition, they would be



*House of Commons Transport Select Committee Inquiry into Smaller Airports, 19 January 2015*

charged APD on the return inbound flight from Heathrow to Leeds-Bradford. In comparison, a passenger who flew from Leeds-Bradford airport to New York via Paris Charles de Gaulle would only be charged APD on the outbound flight from Leeds-Bradford to Paris. APD is not charged on flights involving aircraft with fewer than 20 seats or on flights from airports in the Scottish Highlands and Islands.

In addition to its effect on domestic flights, APD curbs demand for international tourism to the UK, the inquiry concluded. World Economic Forum data places the UK 139th out of 140 countries in terms of tourism competitiveness with respect to air taxes and charges. Only Chad operates a less competitive air taxation regime than the UK.

In the autumn statement 2014, the Treasury attempted to mitigate the effect of APD on airports and airlines. It scrapped the longest haul Bands C and D APD rates and also abolished for children under 12 from May 2015. It also extended this to children under 16 from 2016. Larger airports host the majority of international family holiday traffic and many smaller airports do not have long enough runways to land the large jets that are used to run long-haul holiday flights.

The inquiry report welcomed the move by the Treasury but pointed out that exempting children from APD was a marginal change which did nothing for business travellers and little for smaller airports.

Following the Scottish independence referendum, the Smith Commission was set up to examine the further devolution of powers to Scotland. In November 2014, it recommended devolving APD to the Scottish Parliament.<sup>21</sup> In line with the Smith Commission recommendation, clause 14 of the draft Scotland Bill would dis-apply APD from passengers departing from Scottish airports and allow the Scottish Parliament to set a tax for passengers departing from Scottish airports.

The report concluded: “If APD were scrapped in Scotland, airports in England would be subject to a similar competitive disadvantage to that currently experienced in Northern Ireland. The further devolution of APD to, for example, north-east England or Wales would ultimately serve to extend a patchwork of APD-derived market distortions across the UK and drive a race to the bottom on regional APD rates. We would prefer the Government to act strategically

and in the national interest to address APD.”

### TAX VARIATIONS

Northern Ireland is currently the only part of the UK to share a land border with another state—in this case, the Republic of Ireland—which applies lower rates of aviation tax. Belfast International Airport explained to the inquiry how the variation in aviation taxes between Belfast and Dublin has affected its operations:

“The imposition of such a costly ‘penalty’ creates significant price advantage for competitor airlines operating out of Dublin Airport. It is estimated that Northern Ireland is losing 1.5 million passenger journeys to Dublin which translates into the loss of 1,500 jobs capable of generating £30 million approximately in wages and salaries coupled with the creation of new downstream enterprises ... For the foreseeable future, Dublin will continue to ‘poach’ passengers from Northern Ireland, something that will continue to have a deleterious effect on both profitability and route development. In confidential talks we have had with a number of prospective carriers, they have indicated that APD is preventing them from making favourable decisions which, when added up, would amount



**Evidence session, including (left to right): Paul Le Blond**, Chairman, Aviation Forum, Chartered Institute of Logistics and Transport; **Darren Caplan**, Chief Executive, Airport Operators Association (also pictured right);



**Nathan Stower**, Chief Executive, British Air Transport Association; **John Spooner**, Chairman, Regional and Business Airports Group; and **Iain Osborne**, Group Director for Regulatory Policy, Civil Aviation Authority

to an additional 3 million passengers or 3,000 new jobs.”

The report concluded that the way in which APD is double-charged on domestic return flights is damaging to UK smaller airports. “In effect, it incentivises airlines and passengers to fly from airports located in other EU member states. It cannot be revised to allow UK airports to compete on a level playing field in the European marketplace because of the operation of EU competition law. The proposed devolution of APD to Scotland threatens to create further market distortions which could severely disadvantage in England. It is disappointing that the concerns we raised previously about APD in our First Report of Session 2013-14 on Aviation strategy were ignored by the Treasury. We urge Transport Ministers to pursue those recommendations and the important concerns raised by smaller airports with the Treasury.”

#### CONSTRAINED CAPACITY

Constrained capacity has damaged domestic air connectivity from smaller airports to Heathrow, and the number of UK destinations served from Heathrow has steadily declined over the past decade, the report found. In 2015, the only smaller airports with an air route to Heathrow are Aberdeen,

Belfast City, Leeds-Bradford and Newcastle.

Many smaller airports have replaced withdrawn flights to Heathrow with flights to European hub airports. While airport hubs in northern Europe—in particular, Amsterdam-Schiphol, Frankfurt and Paris Charles de Gaulle—are attracting more transfer traffic from the UK, Heathrow remains a key access point to international and long-haul travel for many passengers from smaller airports. In its interim report, the Airports Commission identified that connections to other European airport hubs enhance connectivity from the UK’s regional airports but are not an adequate replacement for links to Heathrow. Heathrow offers strong connectivity to a number of important markets, notably North America, which is not replicated at other hub airports. According to the report the value of regional links to Heathrow is demonstrated by the fall in passenger numbers at smaller airports where such services were withdrawn. For example, Durham Tees Valley Airport experienced a 75% reduction in passenger numbers following the withdrawal of its Heathrow service in 2009.

The report concludes: “If the next Government were to implement a recommendation by the Airports

Commission to construct a new runway at either Heathrow or Gatwick regional connectivity could be hugely increased. Such a step change in regional connectivity would only occur, however, if smaller airports were able to link to enhanced hub capacity by securing slots at the expanded airport.”

## House of Commons Transport Committee

### Smaller airports

#### Ninth Report of Session 2014–15

*Report, together with formal minutes relating to the report*

*Ordered by the House of Commons to be printed 9 March 2015*

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### CASE STUDY: THE CLOSURE OF MANSTON

Manston Airport is located in the district of Thanet in Kent some 13 miles north-east of Canterbury and about one mile from the coast near the town of Ramsgate. It occupies a 700-acre site. Manston closed as an airport shortly before the start of the inquiry in May 2014.

Apart from Heathrow, Gatwick and Stansted, Manston is the only runway in the South East capable of handling the largest long-haul aircraft. Several witnesses to the inquiry pointed out Manston's suitability as a diversionary airport due to its lengthy runway.

The report concluded: "Stansted Airport is currently used to handle most diverted aircraft in the south-east. Diversions disrupt commercial operations at Stansted, which is bad news for passengers and airlines. That problem is only likely to worsen as Stansted becomes busier over the next decade."

In 1999, Manston was purchased by the Wiggins Group, which oversaw the airfield's transition from a military base to CAA-licensed civilian airport. From 1999 to 2003, the Wiggins Group operated Manston as a cargo airport. In 2004, the Wiggins Group, which at this point changed its name to PlaneStation, purchased a new airline called EUjet. EUjet based five aircraft at Manston, which attempted to compete as a passenger airport. In 2005, all EUjet operations were suspended and the airport went into liquidation.

Manston was purchased by a New Zealand company, Infratil, in August 2005 for £17 million. From 2005 to 2012, airlines such as Flybe and Monarch ran scheduled passenger services from Manston. In November 2012, Infratil secured a new commercial passenger service at Manston, when KLM announced twice-daily flights to Amsterdam. The first KLM flight took place in April 2013.

On 15 October 2013, Infratil announced they would sell Manston to a company called Manston Skyport. Manston Skyport was wholly owned by Ann Gloag, co-founder of Stagecoach Group. It began running the airport on 29 November 2013.

Manston Skyport announced its plan to close Manston airport on 19 March 2014, less than four months after its purchase. The airport closed on 15 May 2014 and its commercial aerodrome licence was returned to the CAA, which meant that it was no longer licensed to operate as an airport. Manston Skyport told the inquiry that it decided to close Manston because Ryanair withdrew from discussions to operate from Manston, British Airways decided not to relocate its cargo operation to Manston, and the Airports Commission had concluded that capacity should be expanded elsewhere in the South East.



# KEEPING THE LIGHTS ON

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*Jim Wallace, Associate Director of the Seaward Group, reports on the use of specialist equipment for the vital service and maintenance of airfield ground lighting systems.*





*Jim Wallace, Associate Director of Seaward Group*

**A**irfield Ground Lighting (AGL) systems fulfil the critical role of ensuring that airports remain operational at all times – including at night and during adverse weather conditions.

AGL systems are the networks of lights and circuits that help to guide aircraft in take-off, landing and taxiing around the airfield. It follows that AGL installations need to perform at optimum levels to ensure that aircraft can constantly use approach, runway and apron areas at all times – and the responsibility for this invariably rests with the airport electrical maintenance, engineering or electrical lighting teams.

Given the growth in air travel, maintenance teams often face constraints imposed by reduced time to access airside installations to carry out their duties.

At the same time, various regulatory compliance and performance standards for AGL systems are laid down that must be met and proven on an ongoing basis. For example, occupational standards and recommended safety guidelines for airfield service work are stipulated by organisations such as the Civil Aviation Authority and US Federal Aviation Authority.

As a result, in carrying out AGL inspection, testing and service work – as is the case with all electrical maintenance activities – the requirement is that all operations are carried out safely and efficiently.

### **AGL SYSTEMS**

AGL systems have developed considerably in recent years with the addition of computer controlled systems managed by air traffic controllers using touch screen panels, and, in low traffic airports, by pilot-controlled systems.

Although the basic lighting system is always the same, with a dedicated power distribution and monitoring system, each individual arrangement is bespoke to a specific airfield to meet different runway layouts and air traffic volumes.

In general terms, runway edge lighting and approach lighting circuits are interleaved with every other lamp connected to the same circuit, so if one circuit fails or there is a cable fault, a pattern of lights will always remain around the runway.

The circuits around the airfield operate like a ring main system. Each lamp has a transformer attached to it and a constant current ensures that at the same airfield the lamps are at the same brilliance.

In the UK, AGL systems utilise an output voltage of 2kV and in the USA the systems are based on 4kV. Other countries generally use systems based on one or other of these voltages.

### **SAFE WORKING**

For electrical maintenance personnel working on such systems, safe working practice requires that the power is isolated before work commences – including for such tasks as removing an airfield lighting unit to replace a bulb, for example. This is known as “proving dead” and is standard practice.

Airfield lighting systems pose a particularly danger to those working

on them. AGL systems operate from constant current regulators (CCR) which are designed to maintain a constant output, typically around 6A, to ensure constant lamp brightness. This is primarily because the cables are buried underground and often have poor insulation resistance due to poor joints or other insulation damage. The CCR automatically compensates for any earth leakage. For example, if current leaks through the insulation to ground, the CCR will increase the output voltage to compensate for the loss.

As AGL systems are designed to maintain constant lamp brightness under all conditions, they are not equipped with any RCD or other trip mechanism as this could result in a loss of power which would extinguish all lamps on that particular circuit; clearly not a good idea if an aircraft is coming in to land in darkness.

The net result of having a CCR with no trip mechanism is that if a person comes into contact with live parts, the system will increase the output to compensate for the current lost through this additional load. This is likely to be fatal for the operator in contact with a 2kV – or even higher – electrical system which is trying to drive a large current through the service engineer’s body.

### **TESTING FOR VOLTAGE**

Historically, there have been two main types of voltage detector available. At one end of the scale there are the low voltage type testers used by electricians to identify the presence of circuit voltages up to around 700V. At the other end of the scale there are high voltage detectors used mainly in the power generation and distribution sector which are suitable for the indication of voltages between 6kV and 33kV.

In the absence of a suitable voltage detector for AGL circuits, the common practice has been to use a current measuring device, typically a current clamp, to measure the output



current of the CCR and assume that the power is isolated if there is no current flow. However, because it is still possible for voltage to be present even when no current is detected, this method does not prove the system is isolated. The only 'failsafe' method to prove the absence of voltage, i.e. to prove dead, is to measure voltage.

### TWO POLE VOLTAGE DETECTION

To remedy this situation a new type of voltage indicator has been developed to ensure safe working on AGL systems.

The new **Seaward AGL-5** two pole voltage detector provides a fast and convenient means for airfield service engineers, maintenance personnel and technical staff to verify that runway and airfield lighting circuits have been isolated from the power supply before maintenance or inspection work commences.

The two pole voltage detection system has been designed specifically for ground lighting systems and can be used to detect the presence of voltages from 50V up to 5kV.

For ease of connection to AGL lighting electrical circuit terminals, the AGL-5 test rods are equipped with tapered contact points and the presence of voltage is indicated by the illumination of high intensity red LEDs. A polarising filter makes the voltage indication clearly visible in all working environments and conditions.

Designed and manufactured in compliance with international safety standards, the unit is totally encapsulated in a shock resistant high impact rugged enclosure and is IP64 rated.

The new two pole AGL-5 is supplied with a proving unit for self-test proof of performance before and after use.

### JERSEY AIRPORT - SYSTEM IN ACTION

This innovative test instrumentation is now successfully helping a busy airport to ensure that important electrical maintenance work can be carried out safely and efficiently in compliance with aviation industry regulations.

The engineering team at Jersey Airport in the Channel Islands is using specialist Seaward AGL- 5 voltage indicator equipment to ensure that airfield ground lighting circuits have been isolated from the power supply before essential maintenance and inspection work is carried out.

Thousands of metres of cabling provide the power to Jersey Airport's runway, taxiway and apron lighting systems that guide aircraft during take-off and landing operations.

To maintain effective operating conditions the engineering maintenance team at Jersey constantly monitor the field lighting circuits to check for any deterioration in cable insulation and lighting performance; for example, damage to the underground cables from indigenous wildlife can sometimes cause problems.

The team uses any trends highlighted during the monitoring to identify trigger points requiring formal maintenance work, and this requires a powering down of system so that any



repairs or remedial measures can be carried out safely.

In compliance with the Civil Aviation Authority's CAP 168 regulations, Jersey Airport's engineering services team follows formal in-house safety rules and working procedures to ensure that all runway and airfield lighting circuits are isolated from the power supply before any maintenance or inspection work commences.

The Seaward AGL-5 voltage indicator system has been specifically designed to meet this 'proving dead' requirement.

Operation and control of the ground lighting systems at Jersey is maintained by three on-site substations. Ahead of all electrical work, after switching off and locking out the CCR units, the AGL-5 is used to make contact with the cable termination points of the field circuits to verify safe working conditions.

Jersey Airport saw a 3% increase in passenger numbers during 2014 taking the total to nearly 1.5 million people. With growing visitor numbers, a team of seven airfield electrical technicians monitor and maintain the airfield's ground lighting systems to ensure the continued and ongoing operation of the runways and associated areas.

Peter Page, Engineering Services Manager at Jersey Airport, said: "Ground lighting systems have to perform at optimum levels to ensure that aircraft can use the approach, runway and apron areas at all times – and responsibility for this critical need rests with the airport electrical maintenance, service and lighting teams.

"Working with what can be potentially dangerous high voltage electrical circuits means that proving dead is essential to ensure safe

working conditions and failsafe maintenance practices.

"The Seaward AGL-5 allows us to meet this requirement safely, efficiently and effectively – enabling important airfield work to be undertaken without delay and disruption to important airport schedules."

More details at [www.seaward.co.uk](http://www.seaward.co.uk) and [www.jerseyairport.com/](http://www.jerseyairport.com/)



# A LEAP OF FAITH

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*Charlotte Osborn, Chaplain at Newcastle International and Coordinator for the British Isles & Ireland Network of Civil Aviation Chaplains, explains why chaplains are a unique and vital part of the airport community in the UK and worldwide*



*Charlotte Osborn at work*

He asked several officials the way, and received confusing and contradictory advice. He was tempted to give up the quest, for his feet were aching and his grip dragged ever more heavily on his arm, but he persevered. The spectacle of the Muslim pilgrims at prayer had reminded him of the sorry state of his own soul, and he felt an urge to make an act of contrition in some sacred place before entrusting himself to the air.'

So writes David Lodge of an airport chapel in his novel 'Small World.' We will never know the eternal significance of an airport chapel, or potentially of an airport chaplain, but meanwhile it is good to acknowledge that at least 140 airports around the world have designated chapels, and more than 250 have airport chaplains... in the UK there are chaplaincies and faith spaces in all but one or two airports.

What is it about airports and travel that can cause us to pause and

ponder our lives? Is it the absurdity of getting into a steel tube to be propelled at alarming speed around the world before being disgorged into another country and culture? Is it the very nature of journeying that leads us to think of pilgrimage, and of that inner journey which we are all on but pay little attention to until confronted with some sort of disruption of our daily routine?

Is it working in that atmosphere of constant coming and going, that causes staff to look for the still place in the midst where there is a sense of changelessness and stability? Day to day, both the chapel, or the multi-faith prayer space and the chaplain are there to offer solace to travellers and staff alike. Airports form a strange space between places, simultaneously everywhere but nowhere: it is home, but somehow also away, it is friendly, in a somewhat professional way, but at the same time somewhat hostile... in the words of a first time traveller: 'there's just enough so that you know what to do, but not

enough for it to feel like home, and so it is an alien space.'

Travel has become little more than an unsettling business necessity, a way of being entertained, or tanned, rather than a pilgrimage of purpose and discovery and existential healing. The destination no longer reconnects us to missing parts of ourselves, but the disconnectedness we feel in airports can often engender a spiritual search, if this is not instigated by the circumstances which require us to travel. Hence the need for a space in which to reflect, or a person with whom to connect.

Chaplains put up signposts from the road people are travelling in their lives, starting from where they are. It means that the airport chaplain engages with people and the issues that affect them right where they are, and links faith and work, responding to the sacred heart in so many secular lives.

Alongside regular visiting of all staff, engaging with passengers to share

their joys and their sorrows, and being part of the Emergency Orders, the chaplain has the unique responsibility to pray for the airport community. He or she will pray for its wellbeing and flourishing; that good and honest decisions will be made, that truth will prevail in business dealings and that a diverse workforce which works together to enable others to fly, will itself experience joy and satisfaction and due pride in the process of being part of another's journey, and somehow, through what the chaplaincy is able to contribute, will better understand and be aware of the presence of God in the midst of everyday life.

Far less frequently than you may imagine is this triggered by a fear of flying; more often by the action of arriving and departing. The mission of the chaplain is not to proselytise, but rather to steady the soul and spirit of passengers, staff and visitors of all faiths and none. Notes regularly left in airport prayer rooms acknowledge with thankfulness and with David Lodge, the provision of a place to be still, a dedicated and sacred space which allows time to be with God, however we need or understand that.

The DNA testing on the remains of victims of flight MH17 identified 176

of the 283 victims. More than 2,800 body parts were recovered from the Germanwings crash site but it will take a long time before these remains are matched with DNA taken from the families of the victims. The consequence is that a significant number of people are going to learn that there is nothing to return to them. These people will have turned up at the airport to lay flowers and sign books of condolence, but who will offer solace to them?

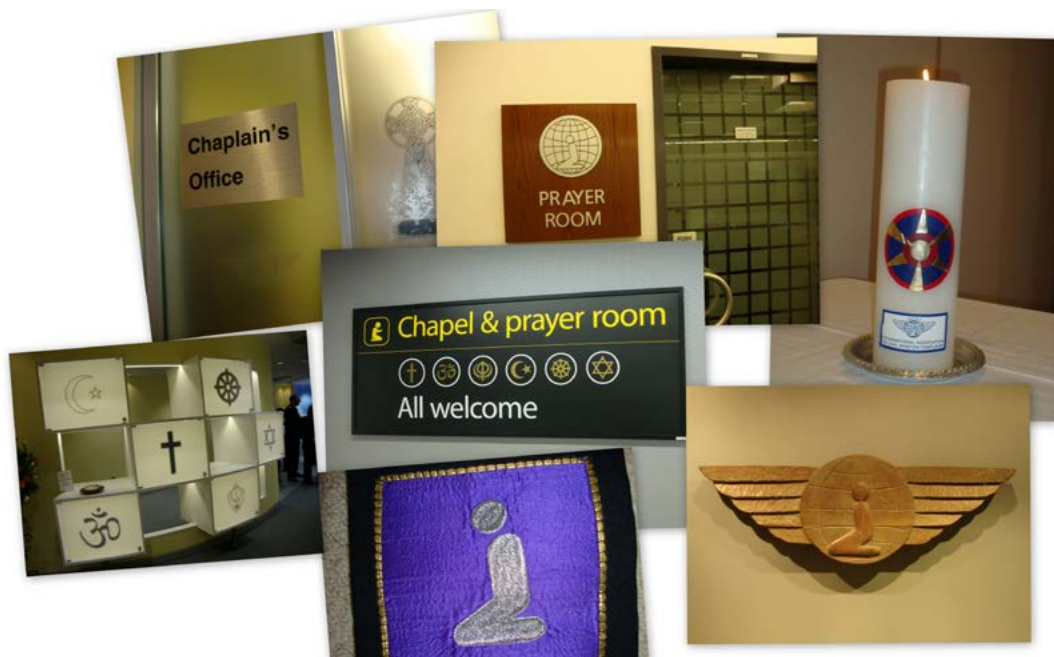
The government of Malaysia turned to the chaplains to request prayers of blessing over the bodies of the victims before repatriation, Buddhist and Islamic faith leaders taking part in the ceremony in the Schiphol's mortuary. For aviation is an industry which deals with 'souls on board' rather than passengers or customers in the event of incident or disaster.

Author Alain de Botton spent a week at Heathrow as its first writer in residence, and wrote of the airport chaplain as a person people came to when they were 'lost'. Mostly they were just looking for the toilets, but the metaphor is significant. As airlines prepare to welcome 3.6 billion passengers in 2016, there will be many who are 'lost', momentarily, for whatever reason. The airport chaplain

deals in seconds in brief encounters, with lives in transit, or in decades with staff through the joys and sorrows of life.

The priority for ministry at most UK airports is to the staff and employees. Many young people have been brought up to be suspicious of people attempting to engage them in conversation. In addition, many younger people have honed electronic communication skills, but are not so adept at communicating through speech, but once these barriers have been sensitively and skilfully broken down, the way is open for meaningful conversation which often leads to the sharing of personal problems and challenges.

A chaplain tells of a young man, not professing any faith, recently calling him on his mobile at 11.20 at night. He apologised but said "You always said I could contact you if I needed to". That is the essence of chaplaincy. He went on to tell that his best friend had attempted to take his life and was not going to survive. To whom else did he feel able to turn?



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2015



## RETURN OF BA CODE SHARE ROUTE TO BIRMINGHAM AIRPORT

Birmingham Airport and American Airlines have launched direct daily flights between Birmingham and New York John F. Kennedy Airport (JFK).

The route will provide nearly 100,000 seats between Birmingham Airport and JFK, and through the American Airlines and British Airways joint business and oneworld airline alliance, will offer a British Airways code share, allowing customers to earn and redeem BA air miles and Avios points. David Winstanley, Chief Operating Officer for Birmingham Airport (pictured below left), said: "This joint business and oneworld alliance

with British Airways also means that we see the return of a British Airways code share to Birmingham, allowing customers to earn and redeem BA air miles and Avios points."

Last year, American tourists spent around £40m in Birmingham and the Midlands exported £4.8bn to North America, giving a trade surplus of £2.9bn; the largest of any UK region.

The American Airlines flight will operate daily, arriving from JFK into Birmingham at 0700 local UK time. It will depart for its return leg at 0900, arriving into New York JFK at 1155 local US time.

The new flights are available via AA.com and BA.com and through travel agents. The service will be operated by a Boeing 757 aircraft with 16 business and 160 economy seats.



*"This joint business and one world alliance with British Airways also means that we see the return of a British Airways code share to Birmingham, allowing customers to earn and redeem BA air miles and Avios points."*

## TWO CONTRACTS AT HEATHROW AIRPORT

Lagan Construction International has secured two contracts at Heathrow Airport worth an estimated £10 million. One contract is with Ferrovial Agroman and will involve works on Alpha Bravo Taxiway the other contract is with Morgan Sindall and will involve works on the Sierra Taxiway. These contracts are part of the ongoing works being undertaken for Heathrow Airport Limited as part of their £ multi-billion investment programme for Q6.

Lagan Construction International will mobilise their in house mobile asphalt batching plant to produce and lay approximately 50,000 tonnes of Marshall Asphalt. The airport team will have to plane of existing

surface course and binder course before relaying with new materials.

Works will typically be carried out during strict night time possessions. There will also be a full closure of sections during day time works.

Works will be fully complete in mid-2016.



## CARDIFF NAMED 'ZERO WASTE' AIRPORT

A focused commitment by environmental staff at Cardiff Airport to responsibly manage all waste on the airport site has led to the achievement of a 'zero waste to landfill' status.

This means that all waste produce created across the airport as a result of day to day operations; from food to plastic packaging, grass cuttings and heavy pieces of old or broken equipment is now disposed of either by recycling or using 'waste to energy' methods.

A fully automatic In Vessel Composting system designed to turn organic wastes including food and garden wastes into compost was recently installed on site.

Debra Barber, Managing Director at Cardiff Airport, said: "I couldn't be more proud of the dedication and passion shown by the team in recent years to really focus in on effective and sustainable waste management, and the important positive impact this can have on the environment.

Thanks to the innovative processes now in place at Cardiff Airport we are able to ensure that absolutely no waste goes to landfill but instead goes towards creating new energy and materials. Our aim as an Airport is to become an exemplar of responsible waste management and we look forward as a team to using new technology and innovation to continue on our journey."





## LONDON GATWICK EXTENDS SERVICE SUPPORT CONTRACT TO SIEMENS

London Gatwick has renewed a service contract with Siemens Postal, Parcel and Airport Logistics to provide continued engineering support for the operation of the baggage handling systems at both the South and North terminals for a further 12 months with an option to extend the contract.

According to Matt Toghil, Senior Manager (Baggage) at London Gatwick, the new contract will provide a stable and resilient baggage operation for the benefit of both the airlines and passengers by providing quality support to the operation to rectify issues regardless of when they happen in a fast, efficient and professional way.

“It’s most important to maintain fast response and on-site support during operating hours, to investigate and rectify suspected failures as quickly as possible and establish realistic response timescales which allow initial assessment outside of normal operating hours, before the airport returns to an operational state,” he said.

Flexible on-site engineering support enables Siemens 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. This arrangement is consistent with the training and support provided by Siemens to the airport controls team at London Gatwick to enhance a broader knowledge base.

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







*Amanda McMillan, CEO of Glasgow Airport*

## GLASGOW REPORTS 15 PER CENT INCREASE IN PASSENGER NUMBERS

Glasgow Airport has recorded its busiest April on record after 665,000 passengers travelled through its doors during the month, representing an increase of 15.4% on the same period last year.

There was a marked increase in both international and domestic traffic, which grew by 20.4% and 10.9% respectively, ensuring the airport was also able to record its 26th consecutive month of growth.

Long haul carriers Air Transat and United experienced an increase in demand for their trans-Atlantic services and the airport's hub carriers including KLM, British Airways and Icelandair also enjoyed a busy month. Passenger numbers were also boosted by the Easter getaway which saw tens of thousands of travellers take to the skies.

April marked the start of the busy summer season and with it the return of airlines such as American Airlines. Virgin Atlantic has also added extra capacity for summer 2015 and will launch direct flights to Las Vegas in September.

Amanda McMillan, Managing Director of Glasgow Airport, (pictured above) said: "We have enjoyed double digit growth in our passenger numbers for six consecutive months but to have recorded our busiest April ever is hugely encouraging. There certainly appears to be a renewed confidence amongst passengers and airlines alike and with the launch of nine new services, including direct flights to Prague and Halifax, Nova Scotia, May promises to be yet another busy month.

"Alongside our efforts in route development, we are continuing to invest in enhancing our facilities for our customers. The £3 million extension to our east pier is nearing completion, we have embarked on a £500,000 refurbishment of our dedicated passenger lounge and earlier this month we were proud to become the home of Victoria's Secret first store in Scotland."

In April, Wizz Air made a series of route announcements including the news it will launch direct flights to Budapest and to the Lithuanian capital of Vilnius. Thomas Cook launched Scotland's first regular service to Las Vegas on 4 May and this was followed by the news it will introduce direct flights to Barbados later this year. Barrhead Travel will also launch its summer charter programme in May which will include direct flights to Venice.





## £1M DEPARTURE LOUNGE IMPROVEMENT WORKS NEAR COMPLETION AT LJLA

Development work aimed at improving the customer experience is nearing completion at Liverpool John Lennon Airport (LJLA), following an opening up of parts of the Departure Lounge and the creation of a number of new and expanded retail units.

Almost £1m has been spent over the past few months in a joint investment between the Airport and its retail partners, with this latest phase of works due for completion shortly, ahead of this year's peak Summer season.

Works included the construction of a new, larger WHSmith retail unit on the lower Departure Lounge area to replace the previous unit, enabling the existing Kissing Gate Bar and Eatery area to be expanded.

These works have also opened up more views within the Departure Lounge over the apron, runway and to the Mersey estuary. Further work is to be completed shortly with replacement flooring and seating.

The Kissing Gate Bar and Eatery has been an extremely successful addition to the mix of food and beverage amenities at the Airport since its launch 2 years ago. This further development includes a new revised look and feel, with a reorganisation of the seating arrangements and the introduction of popular booth seating with diners overlooking the airfield.



Also on the lower Departure Lounge a new brand will be coming to the Airport with the arrival of a Joes Coffee House unit. Due for completion later this week, experienced baristas will be on hand to make a range of fresh coffees, fresh fruit juice, smoothie's or one of their freshly made sandwiches, salads, jackets or soups.

Finally, in response to requests from a significant number of passengers, an outdoor smoking area has now been provided within the departure lounge area, with weather protection and a wall heater.

Lucy O'Shaughnessy, the Airport's Commercial Director commented, "These latest improvements and additions to the lounge will help to make the customer experience even better. In particular, the opening up of the departure lounge to enable more views out across the apron and beyond will really enhance the relaxed, hassle free ambience that we are already known for."

## LEEDS BRADFORD AIRPORT ANNOUNCE REBRAND

Leeds Bradford Airport (LBA) has launched a rebrand to mark the next stage in the airport's development.

The brand was last refreshed back in 1994 when the airport handled less than a million passengers. Today 3.3 million passengers fly to 65 direct destinations across 23 countries.

The new brand will be introduced across the business during 2015 but has already been incorporated into the airport's website [www.leedsbradfordairport.co.uk](http://www.leedsbradfordairport.co.uk).

John Parkin Leeds Bradford Airport's Chief Executive commented: "We are very proud of our heritage at LBA

but the time is now right for the airport brand to reflect the recent investment in our product development, the introduction of exciting new regional partnerships alongside improvements in the airport passenger experience.

"We continue to attract new airlines and routes serving Yorkshire's business and leisure passengers and our strong brand identity captures the confidence we have in our continued growth and development."

The new LBA brand identity was created by Epiphany, based locally in Leeds, and followed a competitive pitch with other regional agencies.



**Leeds Bradford**  
Airport



## VANDERLANDE AWARDED LONG-TERM CONTRACT BY STANSTED

Vanderlande Industries UK has been awarded a long-term contract to provide strategic IT development and support at Stansted Airport by the Manchester Airport Group (M.A.G).

As part of the contract the company will design, build and implement a new control system, and then manage the accompanying life-cycle support package until at least 2020.

The new system will be operational at Stansted Airport during the fourth quarter of 2015 and incorporate Vanderlande's baggage sortation allocation computer (SAC) and intelligent supervisory control and data acquisition (SCADA) software. It will control the

operation at the core of a baggage handling system – to manage the way in which luggage is directed to the appropriate flight – as well as monitoring and reporting on the overall performance.

In addition to the supply of this intelligent software, Vanderlande will provide a minimum five-year life-cycle support programme for the baggage handling system.

Stansted's IT Project Manager Anthea Kubiczyn says: "We are delighted to announce this partnership with Vanderlande, which has a strong technical and commercial proposition to meet our current and future needs. Stansted is the third largest airport in London and currently the fastest growing major airport in the UK, serving more than 20 million passengers and over 200,000 tonnes of cargo a year, and we look forward to working with Vanderlande to support our future operational needs."



## BEACON TECHNOLOGY AT UK'S BUSIEST AIRPORTS

Mobile proximity marketing, company Proxama will work with Eye Airports, the UK's Airport Advertising Experts, to deploy 200 Bluetooth low-energy beacons across 8 UK airports including London Gatwick. The beacons will be used to deliver targeted beacon notifications to passengers while they wait for their flights.

Potentially connecting over 100 million passengers, advertisers will use this technology to deliver targeted content such as offers and rewards, including offers that can be redeemed while passengers are in the airport. The move enables advertisers to extend their traditional campaigns on to mobile to offer brand-to-consumer engagement.

Eye Airports will begin deploying 200 beacons across their network of airports. Airports that will see immediate deployments include London Gatwick, Stansted, Bristol, Southampton, Inverness, Newcastle and East Midlands. This will then be extended out to other airports across the UK. The partnership will mean brands can continue to connect their physical and digital assets via mobile to increase consumer engagement, retail sales and loyalty across a network of high footfall locations.

Sarah Parkes, Managing Director, Eye Airports said: "This commercial partnership with Proxama further underlines our positioning at the forefront of airport advertising technology. Location based marketing offers a direct way of engaging with consumers in high footfall areas, such as UK airports. As the consumer chooses to receive these messages, they feel more involved in the communication process and, most importantly, can specify who they want to receive offers from."



*"This commercial partnership with Proxama further underlines our positioning at the forefront of airport advertising technology. Location based marketing offers a direct way of engaging with consumers in high footfall areas, such as UK airports. As the consumer chooses to receive these messages, they feel more involved in the communication process and, most importantly, can specify who they want to receive offers from."*

## STANSTED EDUCATION CENTRE READY FOR JUNE OPENING

Stansted Airport's *Aerozone* has been visited by a group of local school children who were invited inside the education centre ahead of its grand opening in June.

The £500,000 *Aerozone*, MAG's (Manchester Airports Group) flagship community project at Stansted, has been designed to encourage children to consider choosing a career in the aviation industry when they leave full time education. A particular focus of the centre will be to boost talent and increase interest in STEM subjects - science, technology, engineering and maths.

Fifty year nine pupils from Stansted Mountfitchet's Forest Hall School were the first to put the facility

through its paces, enjoying the variety of interactive activities whilst finding out how London's third busiest airport works and what airport life is all about.

Joanne Davies, Stansted Airport's Education Coordinator, said: "Nearly 11,000 people already work at Stansted so it's a massive operation and involves hundreds of engineers and technicians all working behind the scenes without most of us even knowing.

"Our aim is to bring these job roles to life to inspire and encourage young people to perhaps choose a career at the airport or the aviation sector when they leave school, college or University. Everyone at the airport is really excited about the *Aerozone* and we look forward to encouraging all our colleagues, including security officers, fire fighters, operations staff and our airport business partners to get involved and volunteer at the centre when it opens in June."

The *Aerozone* is set to officially open in June 2015.





## WIRELESS PLANE CHARGING AND VIBRATING WINGS INSPIRE THE FUTURE OF FLIGHT

An all-female team of students from City University London have designed a system to wireless power planes while taxiing.

The idea was entered into the global Airbus, Fly Your Ideas competition for the chance to win €30,000 and the students have beat more than 500 others to reach the final round.

Comprised of three doctoral students from City, Team Bolleboos is among 5 teams selected from more than 500 entries to reach the final round of the competition. As part of Team Multifun, City student Dhamotharan Veerasamy also reached the final round. Team Multifun hail from Georgia Institute of Technology, USA; Delft University of Technology; Netherlands and Indian Institute of Science, Bangalore, India alongside City. Their idea involves harvesting energy from plane wing vibrations.

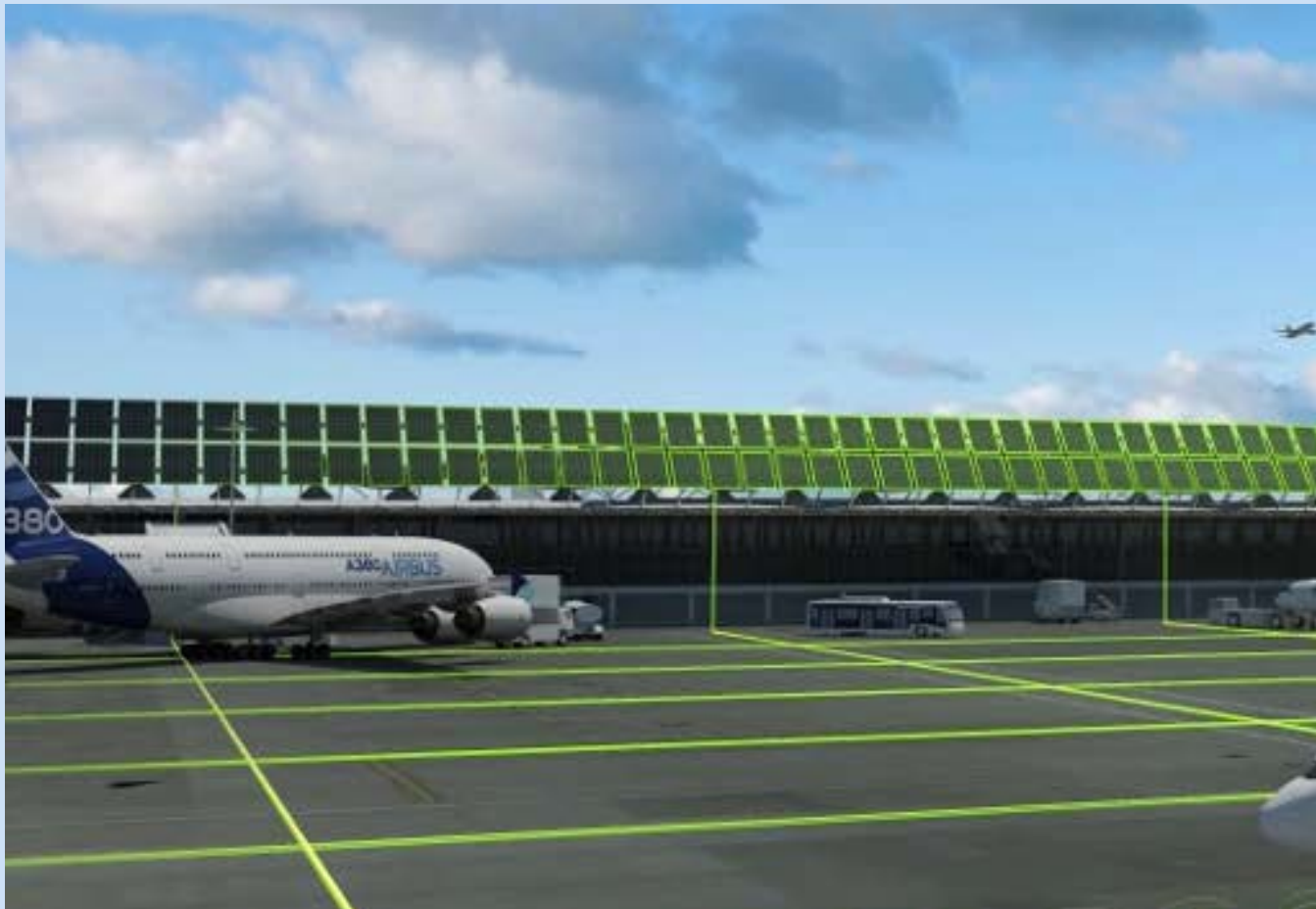
Judit Guimera Busquets, Evelien Van-Bokhorst and Isabella Fumarola from Team Bolleboos met while studying for a PHD in Aeronautics Engineering at City. Inspired by the charging systems of electric toothbrushes, they designed a wireless power system that transfers energy from the ground to the plane while taxiing.

“This would mean that the aeroplane wouldn’t need to use the engines during taxiing resulting in a reduction in fuel burnt, less air pollution, a quieter airport and significant financial savings for airlines,” Isabella Fumarola said.

The five finalist teams will travel to Hamburg, Germany on Wednesday 27<sup>th</sup> May to make their case in front of a panel of industry experts.

Isabella said: “Getting to the final is amazing and we are really excited about going to Hamburg to present our idea to the international jury. I still cannot believe we are among the finalists.”

Judit Guimera Busquets said: “Our research at City focuses on aviation and we thought this competition would be a fun and interesting challenge. When working as part of a team it’s important that you all get along and I think is one of the factors in our success so far. From the moment we met at the start of our PhD we all connected and are now really good friends. Although we have quite different personalities, they complement each other really well and we are all quite alike in the way we work.”



Team Bolleboos is the only all-female team to make it to the finals of Airbus. Although the team have never considered gender to be an issue when pursuing a science-related career, they feel more female role models are needed to challenge stereotypes.

Evelien said: “I decided to choose engineering because I was interested in the subject. However, there is a very stereotypical image of an engineer and in order to change this, more female role models would be needed. There are so many aspects to engineering, it’s all around us!”

Judit added: “I believe that the stereotypes society has established makes an impact on many girls who grow up thinking that STEM subjects are more for boys and are not encouraged to pursue this kind of subject. I think everyone, regardless of gender, should study what they like the most, independently whether the society thinks you should do.”

Team Bolleboos Airbus Mentor, Ye-Y Tian said: “Team Bolleboos is a very dynamic all-female team with members from various academic backgrounds. The fact that the idea they came up with is not part of any of their majors, has really given them the opportunity to think outside of the box and be extra creative.

“I found it very easy to work with the team and I am most impressed with their ability to understand and quantify the commercial value of this engineering idea. It was a brilliant experience with an outstanding team!”



Chris Atkin, Professor of Aeronautical Engineering at City said: “All four students are undertaking research into aerodynamics at City, but their team proposals to Airbus focus on smart structures and innovative electrical systems. I am delighted to see our students showing a broad interest in the industry which their research supports. I’m sure you will join me in wishing them the best of luck for the show-down in Hamburg.”





## STANSTED PROJECT RECOGNISED FOR LOW CARBON LIGHTING DESIGN AWARD

A lighting project for Stansted Airport designed by Morgan Sindall Professional Services (MSPS), the multidisciplinary design and engineering firm, working with OSRAM, a world-leading light manufacturer was the first runner up in a prestigious 'Lighting Design' Award.

The 'highly commended' recognition in the Low Carbon category marks the second accolade for MSPS' electrical engineering team in three years, following a win in 2013.

The awards, held at the London Hilton Hotel on Park Lane are the largest and most respected celebration in lighting design. The highly-competitive Low Carbon award celebrates projects that demonstrate significant energy savings through excellence and innovation in terms of design, equipment or technique.

The project was for Stansted's 306m undercroft. The brief was to optimise lighting levels with improved controls that could vary illuminance levels, to reduce maintenance costs, and future proof the system so that it could be updated or integrated with other building management systems when required.

Peter Fordham, senior lighting designer at MSPS, says to be recognised for a second time demonstrates the company's expertise in low carbon design:

"Working with OSRAM, we have achieved a crisp, clear light with enhanced uniformity within a solution that has delivered an 89 percent energy usage reduction, which equates to a cost saving of just under £119,000. A significant cost saving for the client and evidence of what intelligent design can produce."

The number of luminaires has been reduced from 286 to 120 and power consumption from 130KW/H to 14KW/H, whilst the design enables optimum energy usage as illumination levels can be programmed to respond to the time of day and how busy the area is. The LED luminaires utilise LON Powerline protocol, allowing for existing cabling to be reused where appropriate, and each luminaire can be controlled individually or in groups to allow Stansted to make future adaptations without re-wiring.

Karen Cawley, responsible for the project at OSRAM says: "Carbon efficiency has always been a focus of OSRAM's products, projects and solutions. The 120 Siteco T21 Tunnel LED luminaires have a heat and impact protection rating of IK10 and are expected to last for 90,000 hours, significantly reducing maintenance costs. We feel honored to be the first runner up in this Lighting Design Award."

Liz Brassington, environment standards manager at Stansted concludes: "MSPS and OSRAM have created an award-worthy design that combines innovative engineering with leading product technology to create near-daylight conditions using a fraction of the energy used in the previous design. As well as providing considerable cost savings, as the fourth busiest airport in the UK it also crucially helps us to support the Government's Carbon Plan, aiming to reduce the UK's greenhouse gas emissions by 80 percent by 2050."





## VINTAGE KLM DC-3 FLIGHT TAKES OFF FROM LEEDS BRADFORD AIRPORT

To help mark the KLM service from Leeds Bradford, passengers stepped back in time last month, taking a scenic flight on an iconic KLM vintage DC-3 aircraft from Leeds Bradford Airport.

The KLM Dakota DC-3 aircraft, flown in from Amsterdam especially for the event, was originally built in 1944, and was the world's first ever commercial aircraft. Offering on board comfort, reliable flights, and routes to Europe, the Far East, and beyond for KLM leisure passengers, the plane was also used in the Second World War with the 8th Air Force, became the first official aircraft of the Dutch government, and following its retirement in 1975, formed part of the Aviodrome Museum's collection in The Netherlands.

The DC-3 was put back into service in 1998 and has been flying ever since, earning its historic KLM colour scheme in 2010, when it was christened 'Princess Amalia', after Prince Bernhard's great grandchild, the second in line of succession to the Dutch throne.

The guests enjoyed a champagne reception, followed by a scenic flight over Leeds on board the iconic aircraft, and had the opportunity to hear more about KLM and its worldwide network of over 200 destinations, in more than 100 countries, available to Leeds Bradford airport passengers connecting 3 times a day via Amsterdam.

*Pictured above: Tony Hallwood of Leeds Bradford Airport (left) and Warner Rootliep of KLM (right) prior to departure of the DC3 from LBA.*

Warner Rootliep, Air France KLM UK & Ireland General Manager said: "We were delighted to bring back our iconic Dakota DC3 aircraft to the UK, after a successful tour on the East coast last year. We were thrilled to offer a once in a lifetime opportunity for passengers from Yorkshire to experience aviation at its vintage best. As I like to say, this aircraft makes music so we looked forward to welcoming our lucky passengers on board and for them to experience this fantastic flight. The DC3 is such a unique aircraft; it was a historic moment to welcome it to Leeds Bradford. Our regional airports are incredibly important to KLM and it was fantastic to be able to showcase our heritage to the local community in Yorkshire."

Tony Hallwood, Aviation Development Director for Leeds Bradford Airport added: "We were very proud to welcome the iconic KLM Douglas DC3 aircraft to Yorkshire and to Leeds Bradford Airport. Regional interest has been overwhelming and the lucky passengers had a memorable flight over the city of Leeds. The sight and sounds of this magnificent aircraft evokes memories of the golden age of travel and we would like to thank KLM for bringing 'Princess Amalia' to LBA."





## TRADE BODY SEEKS AVIATION SECTOR'S VIEWS ON SECURITY

The British Security Industry Association (BSIA) – the trade body representing the UK's private security industry – is researching the procurement attitudes of the aviation sector.

The BSIA is seeking to understand the factors which influence security procurement and investment in the aviation sector through an online survey launched this week. The survey – which is open to all individuals involved in the procurement and management of security products and services – aims to provide the BSIA and its members with a better understanding of the needs of the aviation sector.

James Kelly, Chief Executive of the BSIA, comments: "We know that security is of paramount importance to the aviation sector. By gaining an understanding of our industry's clients and their security needs, we can ensure a closer relationship between buyers and suppliers throughout the procurement, implementation and maintenance of security products and services.

"The aviation sector takes security extremely seriously and is at the forefront of emerging security technology.

A breach in security could have catastrophic consequences and so the implementation of effective security solutions is vital. We want to make sure that those responsible for the procurement of security solutions are receiving the goods and services they need, which are fit for purpose now and for the future."

With questions covering a wide range of topics, including the impact of economic recovery on security spending, the survey will ultimately identify emerging trends in buying behaviour, and how these relate to perceived security threats facing a number of business sectors, including retail, transport, healthcare and education. The survey will be open for responses until Friday 12th June and the results will help to underpin a campaign to ensure that security buyers are making informed procurement decisions on quality, future proof solutions.

"Cheaper is not always best, and often, an unsuitable product or service can be more costly in the long run. The BSIA would urge security buyers to work closely with the security industry and to use the services of reputable security companies to minimise costs in the long term," concludes James Kelly.

Industry clients, buyers and procurement professionals can access the survey online via the following link: <https://www.surveymonkey.com/r/>



## CORK AIRPORT'S LIFESAVING STAFF TO OFFER THEIR VITAL TRAINING

As part of the "Save a Life" campaign Cork Airport is offering Cardiac First responder training (CFR) to all airport staff at a discounted rate of €50 to cover course and certification costs. Emergency First Responders (EFR's) of the Airport Police Fire and Rescue Service have saved numerous victims of sudden cardiac arrest within the airport and surrounds including most recently a customer of the Cork International Hotel.

EFR's will train staff and other businesses at Cork Airport and a public defibrillator has been located centrally in the terminal next to the check in desks so that anyone who has been trained to use one can do so effectively.

Speaking at the launch of the training, Cork Airport Fire Officer, Warren Delaforce said: "The course is a beneficial life skill that can be learned in a four hour training session and has to be renewed every two years. Since 2002 we have been trained to respond to all kinds of medical emergencies and especially cardiovascular related illnesses.

"Our training is not just confined to the workplace as the skills we learn can be put to good use in our social and domestic environments as was demonstrated when APF Rob Jenkins saved the life of his opponent who fell victim to sudden cardiac arrest during a tennis match. Also, APF Fergal Sargent found a cyclist collapsed by the roadside having suffered a cardiac arrest and his speedy intervention was key to the man's full recovery.

"Until recently mortality from ischaemic heart disease in Ireland was high (over 25%) compared with rates in other countries. In particular, when compared with other European Union countries, Ireland had the highest rate in men and the third highest rate in women. The reasons behind these figures were speculative but usually based around cultural and demographical issues.

"Measures to reduce these mortality rates have been steadily increasing since the millennium and now defibrillators can be widely found in the community and not just confined to ambulances or hospitals."

Cork Airport is the international gateway to the south of Ireland. Welcoming over 6,000 passengers a day, and more than 11,000 passengers a day in peak season, it is the country's second busiest airport after Dublin. More than 2.1 million passengers travel through the airport each year, flying to destinations across the UK and throughout continental Europe.





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