

THE AIRPORT OPERATOR

THE OFFICIAL MAGAZINE OF THE AIRPORT OPERATORS ASSOCIATION

Welcome

Aberdeen International
Airport

AOA
THE VOICE OF UK AIRPORTS
SPRING 2016

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*AOA and Orbis –
10 year partnership*

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& Commercial Director

Sally Grimes
Events & Member
Relations Executive

Patricia Page
Executive Assistant
& Office Manager

Leonie Martin
Accounts

Avni Patel
Accounts Assistant

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**

genium

Shimon Speigel
Creative Director

Jessica Horton
Graphic Designer

GENIUM
Studio 27
Quadrant Business Centre
135 Salisbury Road
London NW6 6RJ

T: +44 (0)20 7089 2622
E: hello@geniumcreative.com
W: www.geniumcreative.com

ED ANDERSON

Introduction to the Airport Operator



Can I welcome readers to the first edition of the Airport Operator for 2016, which is published to coincide with our Annual Dinner at the Grosvenor House Hotel in London. This event is always a memorable evening and the AOA team and I look forward to you joining us to celebrate another eventful year in aviation.

2016 is likely to be a landmark year for our sector. We expect record numbers of passengers over the next 12 months, and we are lobbying hard on a number of policy fronts to help grow the sector further.

This year we need an end to decades of delay from successive Governments on addressing the capacity crunch in London and the South East, and so we are of course pleased that Ministers have put on the record their view that they agree with the Airports Commission's assessment that capacity needs to increase. We know that there won't be a decision on where an additional runway should be built until the summer at the earliest, but now is the right moment for the Government to make its choice.

We also need to focus national aviation policy on making better use of existing capacity, to the benefit of all UK airports, ensuring the country has the integrated transport connectivity it needs in the future. This includes ensuring the Government prioritises surface access to and from our airports, as well as modernising the UK's airspace to cope with increased demand in the years ahead.

In the coming months we will be pressing Ministers to update the

DfT's Aviation Policy Framework, first published in 2013; and we will be calling for Lord Adonis's new independent National Infrastructure Commission to push for progress on integrated transport projects with medium and long term time horizons, essential for sustainable airport growth.

On a positive note, passenger numbers have been increasing steadily since the start of the economic crisis in 2007 and now stand at near-record levels and that is a trend that we hope will continue long into the future. Government forecasts suggest that demand for air travel will see numbers up from 238 million in 2014 to more than 445 million by 2050; and freight is set to grow too. Such increases mean that the aviation sector will need to work hard to ensure that we can meet that demand, while also delivering on the commitments that we have made - through the Sustainable Aviation coalition - to grow without increasing carbon emissions and noise impacts.

In addition to all this, the AOA will continue to press the case for lower APD and visa rates, an appropriately funded Regional Air Connectivity Fund to help smaller airports, an enhanced security regime for outbound passengers, a better welcome at the border for inbound visitors, and regulation for the sector which is effective but proportionate.

In summary, let us hope that 2016 will be the year when the Government signals clearly that such aviation growth is in the national interest and will receive the necessary long-term policy support that will help to ensure that aviation continues to be one of the great UK success stories.

In the meantime, we thank all our airports, Corporate Partners and Gold, Silver and Associate Members, for their support for the AOA. The AOA team are excited to be working with you all again during 2016.

I look forward to raising a glass with you at the AOA Dinner!

Ed Anderson, AOA Chairman

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AIRPORT OPERATORS ASSOCIATION

ANNUAL DINNER 2016

TUESDAY 1 MARCH

THE GREAT ROOM, GROSVENOR HOUSE HOTEL
PARK LANE, LONDON W1K 7TN

WELCOME

ED ANDERSON - AOA Chairman

ADDRESS

ROBERT GOODWILL MP - Aviation Minister

LOYAL TOAST

ROBERT SINCLAIR - AOA Vice Chairman

RESPONSE

BRIAN CONLEY

MENU

STARTER

Porcini mushrooms, Golden Cross goat's cheese, thyme & roasted red onion tart, tomato & broad bean salad



MAIN

Rump of lamb and braised lamb neck fillet, buttered gem lettuce, celeriac puree, fondant potato, Tewkesbury mustard sauce

Vegetable pithivier, nigella seeds, spiced puy lentils, light curried coconut & coriander sauce



DESSERT

Chocolate & raspberry torte, lemon ripple sorbet, raspberry sauce



Coffee and petits fours

For highlights from last year's dinner and 2015 in the aviation industry [click here](#)

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AOA DINNER - AOA AND ORBIS, PARTNERING FOR 10 YEARS

This year sees the AOA celebrating 10 years of partnership with **Orbis** and its Flying Eye Hospital. Since 2005, raffle competitions held at the AOA Dinner have raised more than £85,000 - and this year we hope to raise even more!

Orbis is an international development organisation dedicated to saving sight worldwide. Their volunteer doctors and nurses

donate their time to train eye care teams across Asia, Africa and Latin America. The charity also has over 40 long term programmes which strengthen hospitals, screen for and treat eye diseases and educate rural communities in eye health. You can see a video of their work [here](#).

Darren Caplan, AOA Chief Executive, said: "This is the 10th year we have partnered with Orbis, to help fund its Flying Eye Hospital,

which does so much good work around the world. Attendees to the AOA Dinner are once again asked to dig deep to support this worthy cause - and we wish everyone good luck in the raffle!

"We would like to thank in particular the generosity of Air Europa, British Airways, United Airlines and Virgin Atlantic for donating such fantastic raffle prizes. It is sincerely appreciated by all at Orbis and the AOA." ■

At this year's AOA Dinner the raffle prizes are:



Two return Business Class tickets to select destinations



Two return Club Class tickets to New York



Two return tickets to any United Airlines hub city in the US



Two return Premium Economy tickets to New York



Facts and figures

Blindness is a global issue – 285 million people in the world are visually impaired – 80% could be avoided or cured and 90% of these people are in developing countries where eye care facilities are often limited.

In one year alone (2014), Orbis provided 6.1 million treatments, trained almost 27,000 medical professionals to develop skills necessary to better tackle blindness in their communities, and was involved in 44 long term projects around the globe.

At the forefront of Orbis's global work is the Flying Eye Hospital,

a fully equipped mobile teaching hospital built inside an aircraft. On board is a 48 seat classrooms well as an operating theatre staffed with volunteer surgeons and nurses, with volunteer pilots flying the plane between destinations.

After decades of outstanding service, Orbis will soon be decommissioning its current DC-10 Flying Eye Hospital. The Next Generation Flying Eye Hospital, a converted MD-10, will boast many advantages including state of the art technology, reduced operating costs and increased performance.

Discover more at: www.orbis.org.uk



JIM TERMINI, OF REDLINE ASSURED SECURITY, REFLECTS ON AVIATION SECURITY FOR 2015

As 2015 came to a close, the media was awash with a series of devastating and deeply concerning events, ranging from the terrible events that led to the Metrojet crash near Sharm-el-Sheikh to the attacks in Paris, and most recently, the evacuation of an Air France jet after a suspicious item was found

With heightened security across Europe, Redline Assured Security have seen a huge increase in enquiries, and are making constant updates to their services in line with recent developments. Jim Termini, Director and former pilot (pictured right), discussed the events and the changes which must be made for global security today.

According to Termini, the recent attacks have highlighted a number of disparities in security standards across the globe. "If we can get everyone to the same standard that would be a massive bonus – at the moment there is a huge disparity of standards between the EU, US and some other countries," he says.

With that in mind, Termini advises that in order to guarantee high quality security standards, we need to understand risk. "Threat isn't something we own – it's owned by the would-be attacker. We own the vulnerabilities, so the risk is a combination of the threat and vulnerabilities. We need to close down vulnerabilities which could be exploited by the attacker."

These key principles are something which Termini is keen to exercise across the whole business, which has recently expanded into events, CNI, corporate and cyber security fields.

Of course, within each sector, some threats are graver than others, and Termini advises there are a number of dangers we should look out for across each one of them.

"For aviation security, the biggest threat is the insider threat – someone who has passed background checks but later becomes radicalised. There are behavioural markers which can be used to great effect to mitigate this."

Meanwhile, for the corporate and CNI sectors, Termini identifies the 'lone wolf' or copycat attacker as the biggest threat. "The recent attack at Leytonstone station was a good example of that – someone who may or may not be known to the authorities, who has become radicalised.

"We cannot stop that from happening, but we can use robust procedures to deal with it effectively."

With large events coming up such as UEFA Euro 2016 next year, Termini advises that overt security is the best way to deter an attacker. "Armed police, bag and body searches and CCTV are all good deterrents. If you think back to the Olympics, there were even soldiers being used for security."

While Redline Assured Security are still working on their cyber security offering, the team have already begun expanding their product range

in line with recent attacks. "When we had the alleged bomb plan from Sharm el-Sheikh, we updated our training products, so that in the event of copycat use, operators and screeners would have a better chance of recognising a potentially dangerous device."



Termini acknowledged that financial constraints have slowed the development of some threat-mitigating technology. "As an example, we're only now getting to grips with effective technology that can deal with liquid explosives. The liquid bomb plot was in 2006."

So how can Redline Assured Security keep us assured with increasingly-advancing technological threats? "Our operation is designed to bring in quality assurance activities, which uncover deficiencies in training, equipment, policies or procedures. We can also provide consultancy on these procedures.

"Our training can detect deficiencies in training and technology through robust supervision and strong management. Whatever part of the process is brought in, we've got a solution." ■



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Neil Pakey
CEO, Shannon Airport



Paul Kehoe
CEO, Birmingham International Airport



Ken O'Toole
Managing Director, Manchester Airport



Saad Hamad
CEO, Flybe



Andrew Swaffield
CEO, Monarch Airlines



Stewart Wingate
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*Carol Benzie, Managing Director
of Aberdeen International Airport*

NORTHERN LIGHT

Airport Operator Editor Gary Mason talks to Carol Benzie, the Managing Director of Aberdeen International Airport about significant new investment and expansion and the importance of tourism and attracting new customers

Aberdeen International Airport serves a region that is heavily reliant on the oil industry. What impact has the sharp drop in oil prices had on the local aviation industry and how do you plan to compensate for what seems to be a long-term trend (deflated oil price)?

Aberdeen International Airport is the north-east of Scotland's major transport hub and is a vital economic driver for the region, contributing more than £110 million a year to the local economy. It is the gateway to Europe's energy capital and Europe's busiest commercial heliport.

Approximately 300 people are directly employed by Aberdeen International Airport, however, it supports 3,400 jobs across the north-east. It is currently home to 20 airlines serving more than 40 destinations worldwide. In addition to one passenger terminal, the airport comprises one offshore fixed-wing terminal plus three helicopter terminals.

"We have long recognised the need to expand the terminal and we are undertaking this project with the long term future of the airport in mind."

There's no question that the low oil price is having a direct impact on helicopter and domestic traffic. In 2015, we experienced a 7% decrease in passenger numbers which is largely due to our strong links with other oil producing regions such as Norway, but to put that in context, it was still our second busiest year on record with 3.5 million passengers travelling through the airport. Our international performance remains strong and in March Icelandair will launch a new year-round service to Reykjavik. This year we will also launch new flights to Warsaw, Gran Canaria and

Newquay, and we are confident that the opportunities for more leisure destinations remains strong.

January also brought welcome news and a much needed boost for Aberdeen in the shape of the City Deal announcement. The scale of the investment presents a fantastic opportunity to deliver a real step change for Aberdeen in terms of improving infrastructure, strengthening our economy and bolstering the labour market.



Glasgow Airport served as a gateway for the Commonwealth Games. What impact did that big event have on other Scottish airports and what lessons did you take away from the experience?

Scotland opened its doors to the world for the Commonwealth Games, and while in Aberdeen we saw a slight uplift on traffic due to a number of training camps held in the local area, we didn't see an uplift on the same scale as Glasgow Airport. However, the north east has its own events which attract visitors from across the world, including a bi-annual oil exhibition – Oil and Gas UK – which attracts over 25,000 delegates to the region. Last year we also hosted Routes Europe in Aberdeen – the largest regional Routes event and an essential forum for all companies with an aviation focus, looking to conduct business to, from and within the European region. The event was a real boost for the city, bringing together a wide range of airlines, airports and tourism authorities.

Aberdeen International Airport is well equipped to cope with large scale events such as these and their corresponding visitor numbers.

Does the airport plan to expand its facilities significantly and how do you envisage that can be achieved?

On 1 February 2016 Scotland's First Minister Nicola Sturgeon visited Aberdeen to unveil details of a £20 million investment plan for Aberdeen International Airport for the next three years. This is single largest investment in the airport since the current terminal opened its doors in 1977, and it will result in a 50% increase in the size of the terminal building and with it, a comprehensive transformation of current passenger facilities.

Included within the investment is the creation of two new passenger lounges, an expanded baggage reclaim area, a new and significantly expanded security search area, new and expanded immigration facilities and new retail and catering facilities within the main departures lounge.

The first phase of the three year project will get underway in May 2016. This will involve the construction of a two-storey extension to the south of the existing terminal building. At ground level, the extension will accommodate all facilities for international arriving passengers as well as domestic baggage reclaim.

Two business lounges will be located on the upper level.

We have long recognised the need to expand the terminal and we are undertaking this project with the long term future of the airport in mind. Now more than ever, it is vital that we invest in our airport to help improve the region's attractiveness as a key investment destination and that we provide passengers, airlines and the city with an airport they can all be proud of.

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?

Scotland's airports have always been clear about the fact that Air Passenger Duty is an iniquitous tax that undermines the country's competitiveness. Our collective ability to access international markets, and to draw visitors from around the world, is increasingly important and doing so sustains thousands of jobs here in Scotland. It also provides opportunities for Scots to travel, either on business or on holiday, or visiting friends and relatives around the world.



We have always been supportive of the SNP's position on APD and strongly welcomed its commitment to reduce the tax by 50 per cent. We hope that the Scottish Government will now hold true on its commitment to immediately reduce APD by 50 per cent, with progress thereafter to abolish it entirely.

The reduction and eventual abolition of APD will play a major role in strengthening Scotland's connectivity and will help to boost our economy. This is all the more important when taking into account the current economic conditions in the north east of Scotland and the effect of the current low oil price.

Since December 2014 you have been under new ownership. Has this changed the airport's business model and shifted priorities? Are there more opportunities through greater investment?

We have been under the ownership of AGS Airports Limited – a partnership between Ferrovial and Macquarie

Infrastructure and Real Assets (MIRA) – since December 2014. Over the past 14 months our new owners have invested significantly in Aberdeen International Airport with new aircraft parking stands and a host of other facilities. With significant expertise in the aviation industry, our owners know that a better equipped terminal and airfield can only enhance our business case when attracting new airlines.

Tourism is a big industry for Scotland and exports of local food and drink. (A) How significant is political support for commercial aviation by the Scottish Parliament in terms of driving up passenger numbers and opening up new direct routes? (B) Does Aberdeen's remote geographical location in terms of road and rail links make it difficult for the airport to attract new business?

At the moment there is a big focus on inbound tourism for the north east of Scotland. Aberdeen and the surrounding area has every bit as much to offer tourists to Scotland

as other cities such as Glasgow and Edinburgh, and we offer the perfect tourist package, from castles, golf courses and whisky distilleries to spectacular coastal villages, fishing, shooting and dolphin watching - all within 30 minutes of the airport.

Presenting airlines with the factual evidence about our geographical location serves as a major plus point for us.

The airport team works closely in partnership with our city tourism and business partners to help ensure visitors are attracted to the region and can access it easily, but there is always more that can be done. Scottish Government support is critical in that respect, and in February it was great to see VisitScotland launch a new £4.25 million tourism campaign to promote the "spirit of Scotland" to international audiences.

We will continue to work closely with VisitScotland, and with our regional partners, to promote Scotland and the north east to the world. ■

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SCREENING CENTRAL

By switching to a central security screening process airports can build in flexibility to their operations allowing for greater passenger throughput at peak times. Gary Mason reports from the Transport Security Expo event at Olympia

The UK's Department for Transport (DfT) and the International Air Transport Association (IATA) are taking part in a unique study focused on the security operation at Manchester Airport, which is designed to assess the efficiency of a new security process being adopted at the airport. Part of the study focuses on the optimum efficiency and accuracy of security staff in processing passengers as they go through the screening process.

Last year, Manchester Airport's security management team opted for Central Image Processing (CIS) for passenger screening. The decision was taken due to the challenges the airport faced in coping with the existing capacity in its security area and the demands of a new terminal due to be completed in 2023.

Andrew Proudlove, Head of Security at the airport, and head of the project, told the Transport Security Expo at

Olympia in December: "The amount of growth we are predicting with passenger numbers over the next five to 10 years means that quite quickly we will be hitting capacity constraints [in terms of security zone throughput]."

CHALLENGES OF GROWTH

The airport is undertaking the best part of a billion pound project to develop the new Terminal 2 facility (see box), which will mean the airport is able to cope with 30 million passengers each year.



“The challenge in terms of central imaging is how can we get that capacity to deliver the passenger growth over the next three to four years,” he says.

According to Proudlove the security management team has taken a hard look at the existing checkpoint system used at the airport and the technology and any inefficiencies that could be ironed out of the system to squeeze out any more capacity from a security model which was already working at near full stretch. In particular the team looked to see if parallel loading of trays was the best way to reduce some of the bottlenecks in the system.

“In a lot of large airports now this is quite a common sight,” he says. “It basically means that instead of one divest position you can have up to five divest positions which allows the quickest passenger to load their tray and push it through the system. This means that slower passengers, such

as infrequent flyers and families, can take the time they need to divest their belongings. The beauty of that is that it is a quicker, better passenger experience but the challenge of that is that the X-raying process very quickly becomes the next constraint.”

A MAJOR DECISION

This analysis meant that the security team at the airport had a fairly major decision to make at the beginning of last year. “How could we get our passenger targets and throughputs in the summer of last year given that we were ‘maxed-out’ in terms of the current infrastructure,” he says. The team had been to look at central image processing and latent screening operations at a number of other airports including Gatwick and Schiphol and quite quickly came to the conclusion that this was the best way for Manchester Airport to increase its security throughput capacity in time for the 2019 deadline.

They also set an ambitious target of introducing it within a few short months. “But we had little choice given that we couldn’t serve our existing passengers properly given the way we were operating at the time,” says Proudlove.

“I think the thing that also gave us confidence that we could meet that target was the compliance issues and the security performance. We didn’t see that as a particular issue or concern given all that we were basically doing was moving the X-ray inspection to a dedicated room - basically it was the same function being re-located.”

By introducing the new system the team set themselves a target of increasing tray capacity from 180 per hour to 450 trays per hour. In the fastest moving lanes at the airport it is possible to increase that rate to between 550 and 600 trays per hour.



QUICK PROGRESS

Progress was made very quickly with the new security process. From design in February the team were able to open up the first new matrix security lanes in April. "This took a lot of resources and commitment to achieve in that short time frame," says Proudlove. "A lot of time was put in not just on our IT systems but our service planners and a lot of conversations with the unions took place." There were also model lane teams and security officers working on the design taking some of those ideas through to delivery. "That enabled us to achieve our targets," he adds.

The first phase of development saw the team deliver four matrix lanes in Terminal 2, which amounts to about 50-60 per cent of security capacity. "After that we quickly realised we could do T1 screening from T2," says Proudlove. "In terms of distance this means we have got four X ray lanes

in T1 being screened one mile away in Terminal 2."

This quick transformation has allowed the security team to move on to the next phase of development. This meant that Terminal 3 could be brought on line and its longer security lanes where the new system could deliver the best returns in terms of increased throughput. Four or five lines from T3 were added to the system in June of last year.

OTHER BENEFITS

There are a number of other fringe benefits from Central Image Processing that have emerged. One is screening quality and was a key part of the study the airport conducted in conjunction with IATA. This enables the management to accurately analyse detection rates.

The other advantages is that with CIP you have a dedicated screener working in a room with a better ambience

because it is quieter and there are less distractions through noise and the constant throughput of lots of people. Lighting can also be controlled and it is a clean environment.

"Early indications are that we are getting a better performance at the screening areas," says Proudlove. "But we also took the opportunity to introduce new technologies. There are three new state-of-the-art screens in the screening room." One of the screens is a live image monitor and the other two work as dual view and image frequency monitors. One of the things that the IATA study is assessing is how long the operator should work for and how many images should they receive during that time period in order to do the most accurate and efficient job.

They are also able to tell what is the optimum maximum decision-making time for an operator to accept or reject a bag being put through the

“The challenge in terms of central imaging is how can we get that capacity to deliver the passenger growth over the next three to four years.”

system. “This is part of the study we are conducting with IATA and the DfT (UK Department for Transport)” says Proudlove. “Clearly taking too long is not good but neither is not taking enough time to assess each image.”

QUICK AND ACCURATE DATA

CIP is very beneficial for real time monitoring of airport security throughput and accuracy because assessors are able to garner significant amounts of data quickly and easily through observing the dedicated screening process he says.

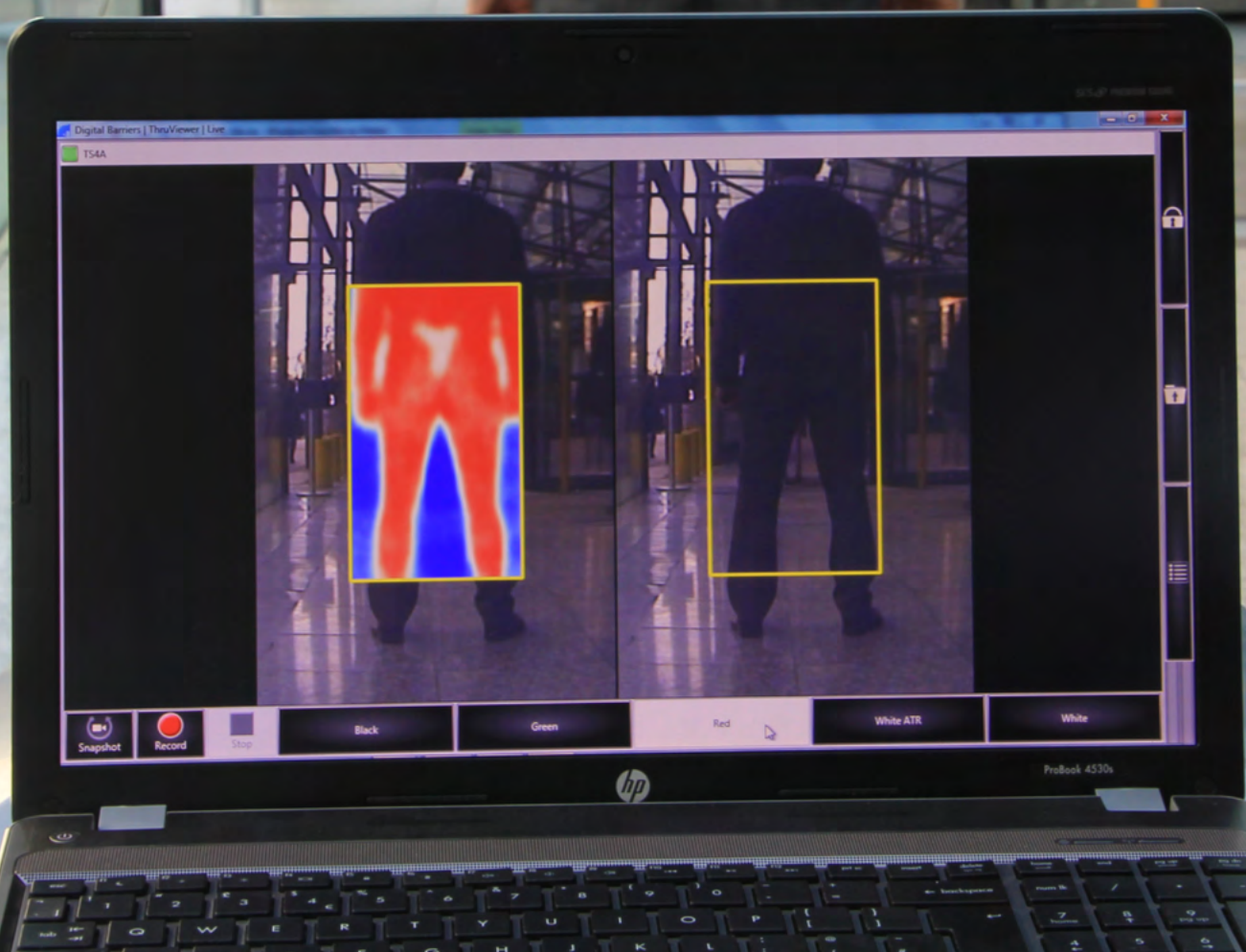
Although the airport has introduced new screening processes it has

retained flexibility in its working practices. “In terms of flexibility we have still got traditional lanes operating alongside the new matrix lanes. But we needed to look at how they could be deployed to maximise the resource and equipment we have got in place.”

For CIP this means that the security operation at the airport can have a multitude of ratios: one-to-one (one X-ray operator to one screener) or one X-ray being viewed by multiple screeners or multiple screeners

viewing a single image. “In terms of location there is also a multiplex option,” he adds. “We can have one terminal screening images from a second terminal, some screening being carried out within terminal and some other capability to multiplex and screen X-rays in the search area for other X-rays taken in that search area.”

In terms of image processing the most significant change brought about by the new system was moving away from scrolling the image to a flash image. “This is not that significant change but the feedback from security officers is that they prefer this way of working once they get used to it,” says Proudlove.



The camera screen set up of the CIP system is vital he adds. The position of the image of the bag being screened is very important when you take parallel loading into consideration. The communication that can be lost between the bag loader and the X-ray operator can be made up for in terms of using the system intelligently. So if you always put liquids and bags in the same search position within the tray being imaged it is easier for the X-ray operator to make the same type of assessment on each occasion.

BAG LANE CAPACITY

Clear bag lane capacity was one of the key points that came out of the study of the new process if a lot of clear bags are going through the system. "The longer the lane

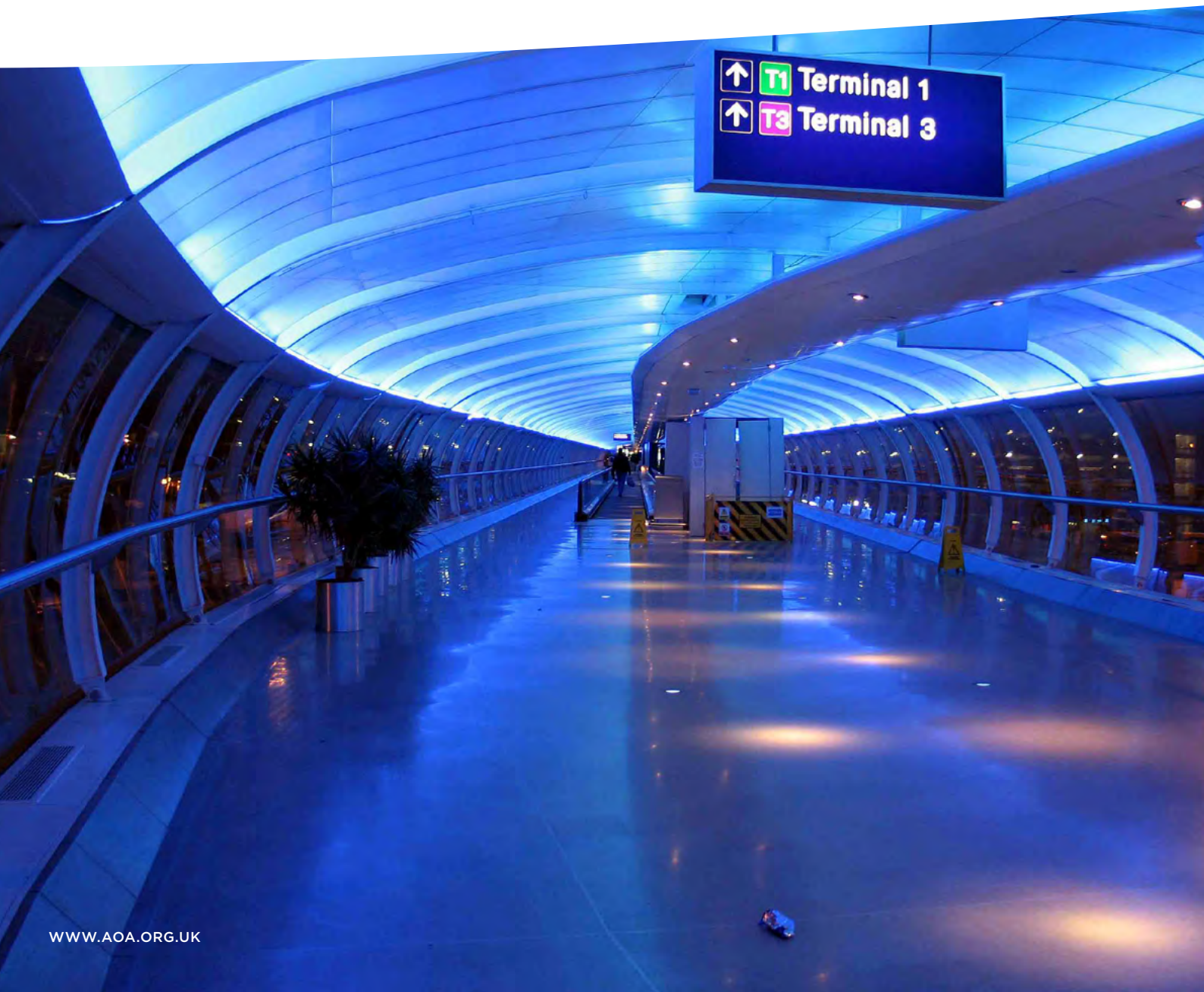
you can get, the better value you will get out of the system," says Proudlove. The reject lane also needs to be longer.

A lot of time was put in not just on our IT systems but our service planners and a lot of conversations with the unions took place

He says that from his perspective one of the most important facets of the new system was how it dealt with threat resolution if a suspicious bag/object triggered an alert.

"I was really keen to ensure that we do keep control when a threat alert is triggered. The lesson for us is that the control has to stay within the search area." Any threat is identified within the matrix screening room. That alert will then go the line manager's work station. It will also go to the central search area. It is the responsibility of the line manager and the search area to deal with the resolution of any threat. An audible alarm and a call is sent through to make sure these key staff have not missed the threat.

The threat item now goes into a high threat table. If that item is not dealt with or acknowledged within three minutes of the initial detection alarm another alert is sent to the supervisor within the screening room. ■



MANCHESTER'S T2 TO “DOUBLE CAPACITY”

Plans are now in the final stages and work is due to start next April, with a goal of Terminal Two completion by 2023.

By 2022, Terminal One, which was built in 1962, will be phased out.

In December 2015, the airport issued a contract notice for the Terminal Two transformation phase, and includes the design and construction of an extension to the existing building.

The new super-sized terminal 2 with faster high-tech security lanes is said to be the biggest single construction project ever to take place in Greater Manchester. The 10-year scheme will more than double the size of Terminal Two and link it to an improved Terminal Three.

Doubling the number of airport jobs to 40,000 within 30 years and adding 10m annual passengers in just a decade is the target of the project.

Among a range of high-tech changes will be a scheme to pre-clear American immigration in Manchester. The latest technology will help passengers ‘flow’ through the airport, speeding up peak-time security from 15 to 10 minutes.

Passengers will have automatic bag-drops, and access to instant information on their phones. The proposed works comprise, but are not limited to, the following elements:

- New baggage factory
- New piers
- New terminal extension and upgrade of existing forecourt
- Associated access roads
- Alterations to existing terminal
- New multi-storey car parks
- Site clearance
- Associated services diversion



Brad Miller, Manchester Airport Transformation Programme (MAN-TP) Director, said: “After a successful launch in June and an extensive consultation period it is exciting to enter the next phase of the project.

“This contract notice and invitation to participate, is the single biggest element of the whole £1bn project that spans ten years, and we are expecting to see a range of high calibre companies put their names forward.

“Over the next decade, the airport will continue to develop as a global gateway for the UK, directly to and from the North, and these enhancements will enable us to further adapt, modernise and transform the customer service experience we are able to offer.”

The initial notice invites interested parties to complete a pre-qualification questionnaire ahead of the main invitation to tender for the works. Organisations wishing to participate will need to demonstrate that they have had an annual

turnover in excess of £750m over the last three years.

MAN-TP is a series of 60 enhancements that will provide the millions of passengers that use the airport every year with facilities that combine a contemporary look and feel with state of the art services.

Manchester Airport is the UK’s third largest airport. With two runways, the airport has significant capacity for growth and already serves over 70 airlines and in excess of 210 short and long haul destinations. Manchester Airport has direct routes to long haul destinations including Beijing, Miami, Hong Kong, Jeddah, Singapore, Atlanta, Los Angeles, Washington and Boston.

Manchester Airport will also play a key role in delivering the Northern Powerhouse, with the airport currently supporting £1.7 billion every year in economic activity in the local and regional economy. The airport already employs 21,500 people on site and supports a further 45,000 indirectly

TWO AIRPORTS PROCURE JET BRIDGE SYSTEM

Southampton and East Midlands Airports have procured the Aviramp jet bridge ground support equipment for passenger disembarkation.

Both airports have initiated operations with the Aviramp LITE.

Aviramp Lite is a manually operated aircraft-boarding ramp designed for use on smaller narrow body type aircraft such as Q400, ATR and Fokker type aircraft.

The equipment can be attached to the rear or front doors of the aircraft. Where the front door has aircraft steps factory fitted, a stair-bridging ramp is provided. This bridge ramp is free to move by hand and simply placed into position.

The ramp is a level platform at the aircraft end, which is essential for parking wheelchairs when handling disabled passengers and also acts as a rest area for the handler.

Another feature is the optional interchangeable front docking edge which houses either a rubber aircraft docking edge that swivels to match the aircraft fuselage shape or a gas assist-bridging ramp.

The gas spring assisted fold out ramps on the rear are quickly deployed when the ramp is in position and after the hydraulic legs have been lowered.

The height adjustable walkway can be raised or lowered from 1.0 m (3'3") up to 1.55 m (5'1") and leave a maximum incline of 8.8 degrees.

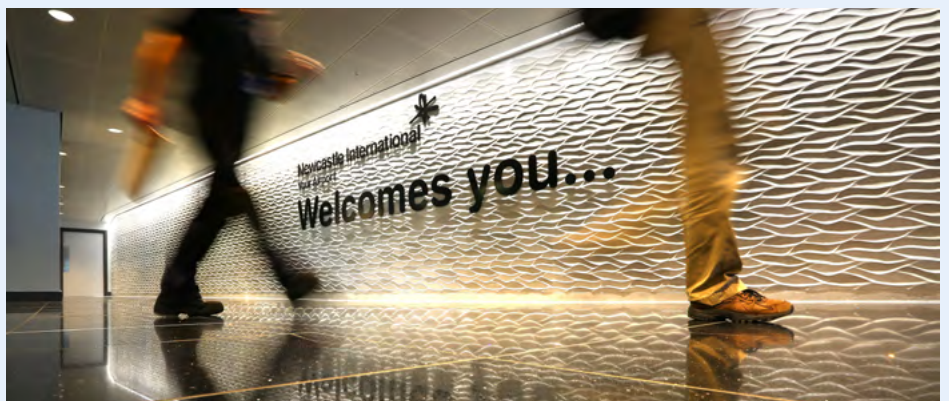
Manufactured from mainly aluminium the Lite is lightweight to handle when pushing to the aircraft and can also be easily towed around the airfield.



SSP TO ENHANCE OFFER AT NEWCASTLE INTERNATIONAL AIRPORT

SSP is to offer passengers at Newcastle International Airport a new food and beverage concept, Caffè Ritazza. The new facility, which is part of a first phase redevelopment of the airport's landside facilities, will welcome its first customers later this year.

David Laws, CEO of Newcastle Airport said "Having made a significant investment in our departure lounge over the last 12 months, we're delighted to introduce Caffè Ritazza, accessible to all passengers and visitors on our check in concourse. Caffè Ritazza has traded successfully in our departure



lounge for a number of years and with a versatile product range, it will appeal to passengers and visitors alike. This is the

first stage of our landside development and we look forward to further announcements in due course."

REPORT ON STATE BUY OUT OF CARDIFF AIRPORT – EXTERNAL FINANCE NEED “GREATER THAN FORECAST”

The Auditor General has published his report on the Welsh Government’s acquisition and ownership of Cardiff Airport.

The report notes that, in the years before acquisition, the Welsh Government had become increasingly concerned, despite efforts to provide support and latterly to improve its working relationship with the Airport’s owners. The Welsh Government considered that public sector ownership would give the Airport the stability and commitment that it needed to develop in the long term.

The report concludes that the Welsh Government has established sound governance arrangements to manage its investment on an arm’s length basis, having followed legal advice in establishing a holding company. The Airport has a growth-oriented business plan, although the need for external finance is greater than forecast at the time of the acquisition and progress against the overall business plan has been slower than previously forecast. The Welsh Government has approved commercial loan facilities to the value of £23 million and has commissioned a review of the Airport’s financial health and likely future finance requirements.

The report notes that there is no formal plan to realise wider benefits from the acquisition of the Airport, but the Airport is working more closely with relevant public sector stakeholders, including the Welsh Government. There have been various developments on a range of issues including transport access, tourism and marketing initiatives. The Airport has also taken action to improve its environmental performance and to address a number of equality-related issues.



The report notes that, in the years before acquisition, the Welsh Government had become increasingly concerned

The report makes seven recommendations on issues including the relationship between the Welsh Government’s holding company and the Airport operating company, the horizon for business planning, and the development of a long-term strategy for developing the Airport.

The report acknowledges time constraints, but points to some weaknesses in the preparation of the Welsh Government’s business case for the acquisition. The Welsh Government did not set out clearly enough its investment objectives or its consideration of alternative options, risks and benefits. The Welsh Government gave some consideration to other options, including the prospect of a joint venture with another commercial partner, but acquisition was the preferred option from the outset because of the constraints of other options.

Drawing on professional advice, the Welsh Government negotiated a purchase price that was informed by the estimated value of the Airport as a public asset and a range of commercial valuations. The public asset valuation applied different assumptions to the commercial valuations in line with Treasury guidance and factored in the value of transport user and environmental benefits. Commercial valuations can vary greatly depending on the assumptions applied, as was the case for the Welsh Government’s acquisition of the Airport. The Welsh Government ultimately accepted a commercial valuation based on specific assumptions about the overall commercial performance of the Airport – centred on a positive assessment of business growth – and the cost of capital (the required rate of return for the investor).



FTA WELCOMES HEATHROW'S AIR CARGO OVERHAUL

The Freight Transport Association (FTA) has welcomed the announcement that Heathrow is planning to double the volume of air freight cargo.

The airport's blueprint plans outline a £180m investment into revolutionising its cargo facilities, processes and people. Chris Welsh – FTA Director of Global and European Policy said: “Heathrow’s planned investment and increased freight capacity is exactly the type of commitment that FTA has long been asking for. The significance of air freight is often overlooked, but today’s announcement illustrates that Heathrow Airport has listened very carefully to ourselves and the freight industry. The improvements it is proposing are essential to the growth and success of the UK economy.”

The proposals outlined by Heathrow include a specialist pharmaceutical

“Heathrow’s planned investment and increased freight capacity is exactly the type of commitment that FTA has long been asking for.”

storage area – to support airlines moving highly valuable and temperature sensitive medicines and other goods. The improved infrastructure is said to reduce congestion and provide smoother processes, enabling freight to flow better through the airport and halving the process time from 8-9 hours, to four hours.

Mr Welsh added: “Time sensitive goods such as medicines rely on air freight transportation and can’t realistically travel any other way. There has long been insufficient controlled temperature arrangements to move pharmaceuticals – the proposed

improvements to provide this and to accelerate implementation of e-freight is essential in halving door-to-door air cargo movements. These are vital steps to enhance the competitiveness of UK exports and to make Heathrow a world-class air cargo hub.”

Some 95% of air cargo is carried in the belly-hold of passenger aircraft; air freight accounts for nearly 40% of UK imports and exports by value and employs 39,000 people, most clustered around Heathrow - the UK’s main airport hub. It is critical for important sectors such as pharmaceuticals, high-end manufacturing and retailers.

CONTRACT AWARDED FOR GLASGOW BAGGAGE SYSTEM



BEUMER Group has been awarded the contract to design, deliver, install and commission an upgrade to the international arrivals baggage reclaim carousels at Glasgow Airport. The contract, which was

awarded to the company as the Principal Contractor, forms part of Glasgow Airport's strategic plan to create a modern, attractive airport and to support future growth in passenger numbers.

The existing carousels in the international arrivals baggage hall were based on obsolete, legacy equipment which was no longer supported by the manufacturer. This scenario compromised both the airport's ability to maintain the carousels and the overall reliability of the system.

The three new carousels will deliver higher reliability and throughput in addition to providing passengers with a faster reclaim process. The control software for the carousels will be fully integrated into Glasgow Airport's existing control systems.

The new baggage system is due to be operational by May 2016.

WOW'S NEW US TO BRISTOL ROUTE



WOW air has announced it will launch new routes from the US to its second destination in the UK, Bristol. Tickets for flights to Bristol and London are now available from just \$149 one-way.

Flights from Baltimore Washington Thurgood Marshall Airport (BWI) and Boston Logan Airport (BOS) to Bristol are available three days a week. Flights

from the US to London are available five days a week. Passengers will fly from the US to the UK via Iceland.

"The UK is one of our strongest markets with monthly load factors on our London Gatwick route regularly exceeding 90%," said WOW air CEO and founder, Skúli Mogensen. "We anticipate the same success on our new route to Bristol."

Bristol is WOW air's 25th destination following the announcement of Canadian and Californian routes in October and November respectively. Launched in November 2011, WOW air's annual passenger capacity will more than double in 2016 to over 1.8 million, up from approximately 840,000 in 2015.

PRESTWICK APPOINT MIKE STEWART



Mike Stewart, Business Development Director at Glasgow Prestwick Airport

Global aviation expert appointed as Business Development Director

Glasgow Prestwick Airport has appointed Mike Stewart as Business Development Director. Mike has more than 25 years experience within the aviation industry and has worked in Europe, the Americas, Africa and the Middle East.

Mike joined the business in November in a separate short term post as Business Development Director for Cargo. This post was put in place to get some momentum behind development of the freight side of the business before the turn of the year. Since joining the business, Mike played a central role in securing contracts for handling a further 285 tonnes of freight in 2015.

“Mike joined us in November and in that time he has already made a big impact.”

This is a pivotal post as part of Glasgow Prestwick Airport’s plans for the future. Mike will be the driving force behind returning the airport to a position of profit and long term sustainability.

Richard Jenner, Glasgow Prestwick Airport Chief Executive Officer, commented: “Mike joined us in November and in that time he has

already made a big impact. The airport is excellent at operations and compliance and Mike will complement this and bring a strong commercial outlook to the Executive Team.

“Mike will bring different points of view on how we should be doing things especially around how we build relationships, sell ourselves and win business. He has already introduced a number of new promising avenues and has opened strategic dialogue with key potential customers and we hope he will be making some positive announcements in the near future.”

Glasgow Prestwick Airport is looking to develop its business across all areas of aviation. This includes passenger air traffic and - an area where there is more immediate potential to increase revenue – cargo.

CHILDREN SEE BEHIND THE SCENES AT GATWICK

Your Service Centre Gatwick arranged an all-access trip to Gatwick Airport for a group of five children from Chestnut Tree House children's hospice.

The centre, which operates in partnership with travel recovery company Skybreak, collaborated with low-cost airline Norwegian, Gatwick Airport and No1 Lounges to create the event for the children.

Lecia Taylor, Director at Skybreak, explains: 'Working in close partnership with Gatwick Airport has given us an insight into how they work with Chestnut Tree House as their nominated charity. As the children's hospice for East and Sussex and South East Hampshire, this organisation needs all the support it can get and we wanted to get involved too. By organising a once-in-a-lifetime



VIP visit, we were able to give the children a fun and rewarding experience.'

The day involved being escorted through security, a visit on board a Boeing 737-800 Norwegian aircraft

and then lunch in the recently opened No1 Traveller Clubrooms within the South Terminal. Once on board the group met all the crew, toured the aircraft and sat in the cockpit with the pilot.

LUTON CONSTRUCTION PROJECT STARTS - WORK BEGINS ON £110MILLION TRANSFORMATION PROJECT

Secretary of State for Transport Patrick McLoughlin MP has praised the £110m transformation of **London Luton Airport (LLA)** and the role it will play in meeting the immediate demand for air travel in London, the South East and South Midlands.

McLoughlin's comments came as he officially broke ground on the redevelopment of the passenger terminal at LLA. The transformation will increase annual capacity at the airport by 50% from 12 million to 18 million passengers per year by 2020.

He said: "The transformation of London Luton Airport is adding to the UK's reputation for world class aviation infrastructure. Not only will its development help to meet demand for

aviation but will also create thousands of jobs."

Nick Barton, CEO of LLA, commented: "As the Secretary of State made clear, expansion at LLA is strategically vital to ensure that we can meet rapidly rising demand for air travel in the South East over the next 15-20 years. Our £110 million transformation is also set to give a huge boost to the local economy and will create thousands of new jobs for local people.

"Passengers will benefit from a more efficient, friendly and convenient airport. We're working hard to improve their experience further by seeking to introduce a dedicated new Express rail service with four fast trains per hour and a fixed link to the terminal from Parkway train station."



Nick Barton, CEO of LLA (left)
Patrick McLoughlin MP, Secretary of State for Transport (right)



NEW VOICE MESSAGING AT LONDON LUTON – PAGING AND VOICE ALARM SYSTEM FOR NEW SECURITY AREA

As part of its £110m expansion plan, **London Luton Airport** is installing a new general paging system and fire-rated voice evacuation system, to assist with passenger safety in the event of an emergency.

ADC Ltd has been involved with the airport's gate paging facilities, operations control centre paging, public address system and crash alarm facilities at the airport's fire station for some time. This latest phase of airport transformation requires the installed Paging and Voice Alarm system to have the flexibility to be suitable during the transitional phases, as well as the final completed stages of the project. The newly completed security search area will be a third larger than its current temporary size.

The front end of the audio system uses a mixture of TOA VX2000 voice alarm and SX2000 networked Public Address Voice Alarm Systems, as all amplification, processing, message banks, wiring and choice of loudspeakers must conform to BS5839 part-8:2013 and EN54 safety standards.

The Active Audio R100 is a 1m high passive column loudspeaker, mounted vertically for optimum coverage, with a nominal range of approximately 20 metres.

The systems deployed in the pre and post search areas have been designed so messages can be made into the search area where passengers are queuing and often need direction, whilst the post-search area is generally silent. Both areas benefit from voice alarm messaging should it be required.

Lorn Money from ADC said: "We installed another of the Active Audio R100-TC Passive Columns in the high-ceiling pre-search queuing area, as the ceiling is too high for good coverage with hanging pendant or ceiling loudspeakers without it being cost prohibitive. This area is also due to be expanded at a later date when additional Active Audio columns will be added.

"In the lower ceiling pre-search queuing area we installed ten of the SoundTube RS42-EZ Pendant Loudspeakers in white wired as 100V dual A/B redundant circuits connected to two TOA VP-2064 60W amplifiers (120W total) and we also installed seven more of the SoundTube RS42-EZ pendants in the post-search area".

VUELING TAKE OFF FROM NEWCASTLE WITH INAUGURAL FLIGHT

Vueling Airlines has launched the first of four special flights from Newcastle International Airport to Barcelona over Christmas and New Year, before returning with a summer service in March.

Chris Sanders, Aviation Development Director at Newcastle International Airport, said: “We are delighted to welcome Vueling Airlines to Newcastle Airport.

“This new service offers extra choice and more opportunity for passengers looking to travel to Barcelona and beyond. Vueling’s extensive route network allows through-ticket connections to onward Spanish destinations such as Bilbao, Ibiza, Madrid and Seville.”

Gabriel Schmilovich, Network Planning, Scheduling and Slots Manager at

Vueling, said: “With Vueling, passengers from Newcastle will be able to travel at competitive prices whilst enjoying efficient services. Vueling operates modern aircraft, boosts a fully integrated website to any mobile platform, offers connecting flights via Barcelona, three fare classes and of course our own Excellence Class, which gives business passengers a premium experience for a very competitive price. This modern approach and the high quality-price ratio is what sets us apart from other airlines”.

Vueling’s regular service commences March 19th with further flights for Easter on March 24th, 25th, 28th and 29th. From April the airline will operate regular twice

weekly services on a Tuesday and Friday, increasing to three weekly flights from June with the additional of a Sunday service.

In the summer, flights depart from Barcelona at 11:10 and from Newcastle at 13:50 and are operated using an Airbus A320 with capacity for 180 passengers.

Vueling, the largest airline operating from Barcelona El Prat Airport and part of the International Airlines Group (IAG), owner of British Airways, Iberia and now Aer Lingus, covers close to 300 routes across more than 130 cities in Europe, Africa and the Middle East, with a fleet of Airbus aircraft.

“This new service offers extra choice and more opportunity for passengers looking to travel to Barcelona and beyond.”





TURKISH AIRLINES INCREASE FLIGHTS FROM BIRMINGHAM

Turkish Airlines will increase its services between Birmingham and Istanbul from 12 flights a week to double daily from the 30th May 2016, offering more than 600 extra seats a week from the Midlands.

Double daily flights give passengers greater choice and flexibility, which is particularly beneficial for business travellers. It also means that customers have greater access to Turkish Airlines' extensive route network from Istanbul to 283 destinations around the world.

Starting with five services to Istanbul in December 2008, Turkish Airlines

soon realised the strong demand in the Birmingham region and increased the number of flights in January 2012 to seven weekly departures. Later that year it increased to ten departures per week and in December 2014 the Airport welcomed news that the programme would grow to 12 weekly flights.

Selim Ozturk, General Manager for Birmingham, Turkish Airlines, said, "Birmingham Airport is a hugely successful base for us and we have grown significantly over the past eight years. This double daily announcement gives passengers even more choice and with 283 onward destinations via

Istanbul throughout the Middle East, the Far East and Africa, Birmingham Airport really is the gateway to the world with our award winning airline."

Initially, flights will increase to 13 per week from the 27th March and then to double daily from the 30th May.

Paul Kehoe, Chief Executive, Birmingham Airport, added, "Turkish Airlines is a fantastic carrier and partner to have here at Birmingham Airport. Starting eight years ago the service has gone from strength to strength carrying hundreds of thousands of passengers. The Turkish Airlines in-flight product is award winning and extremely popular – which is demonstrated by more and more people choosing to experience the service, reliability and affordability it offers."

"Birmingham Airport is a hugely successful base for us and we have grown significantly over the past eight years"

LONDON STANSTED AIRPORT RECORDS BUSIEST YEAR SINCE 2007

London Stansted Airport recorded its busiest year since 2007 as 22.56 million passengers travelled through the terminal in 2015, an increase of 2.6 million passengers and 13% on the previous 12 months.

Domestic traffic experienced the strongest growth during 2015 with passenger numbers up by 50%, primarily driven by a significant increase in capacity on Scottish routes by Ryanair and easyJet.

In December, over 1.7m passengers used Stansted, an increase of 9.2 per cent on the previous year, making it the second busiest December on record and the 21st month of continuous growth for the airport.

The month also saw the highest ever load factor for any December with an average of 83.2% of all available seats occupied on each flight, surpassing the previous best of 81.5% set in 2014.

Cargo tonnage at Stansted during December increased by 7.8% over the same month last year to lift the annual total to over 237,000 tonnes in the past 12 months, up 4.7% on the previous year and the highest annual total since 2012.

Andrew Harrison, Stansted's Managing Director, said: "The last 12 months have been another exciting and transformational period for Stansted with more rapid growth in passenger numbers and a host of significant changes taking place around the airport.

"During the year we saw six consecutive months of two million plus passengers -



the first time this has been achieved since 2007- and ended the year with the second busiest December in the airport's history.

"On the development front, we are now putting the finishing touches to our £80million terminal transformation following the opening of the final phases earlier this year, and work is now underway to construct a new £45 million 357-bed hotel next to the terminal to provide even more choice and enhanced facilities.

"These were all fantastic achievements and real positive signs of the progress we are making at Stansted.

Looking at 2016, it promises to be yet another great year for Stansted as we mark the 25th anniversary of HM The Queen opening the terminal building in 1991, and I'm optimistic we will be able to announce new airline partners joining us at Stansted in the coming months, including more long-haul services."

	Monthly			Moving annual total		
	2015	2014	Diff	2015	2014	Diff
Total passengers	1,706,606	1,562,167	9.2%	22,566,793	19,978,766	13.0%
Air transport movements	12,529	11,699	7.1%	157,248	143,463	9.6%
Cargo tonnage	21,385	19,839	7.8%	237,029	226,384	4.7%

LONDON BOROUGH TO USE HEATHROW PODS



Heathrow will be working in collaboration with Westfield Sportscars, and Oxbotica, to develop new iconic automated pods for public trials this summer. Using entirely British engineering and software capabilities, the three companies will develop pods capable of operating fully autonomously and safely on the streets of London, as part of the GATEway driverless car project in the Royal Borough of Greenwich.

The three companies, who have joined the GATEway project as consortium members, will be working together to develop the existing Ultra PODS currently in service at Heathrow Airport. Operating at Terminal 5 for nearly five years, these zero-emission, battery operated pods have

carried more than 1.5 million passengers, and eliminated the need for 700,000 bus journeys and their associated emissions on local roads to the airport. Led by Westfield Sportscars, these pods will now be adapted to navigate the streets of Greenwich without the need for dedicated tracks.

The addition of the new consortium members brings a wealth of expertise to the GATEway project. Westfield will act as the vehicle integrator and manufacturer of the pods, responsible for the design and testing of the vehicles and ensuring that, where possible, they are manufactured in accordance with the current type approval requirements. Heathrow Enterprises will be responsible for vehicle software engineering, while Oxbotica will be

deploying its vertically integrated autonomy solution, which includes mapping, localisation, perception and trajectory planning, to enable the safe operation of fully driverless shuttles in Greenwich. It will also implement an innovative cloud-based shuttle management system, enabling the shuttles to operate as part of a synchronised, self-governing ecosystem, complete with smartphone booking applications, monitoring and reporting.

Steve Chambers, Director of Engineering and Asset Management at Heathrow said: "The GATEway Project is a fantastic opportunity to seize on the potential of our leading-edge 'Ultra POD' technology, which has already removed 70,000 bus journeys a year



Whitemountain

from Heathrow roads and the equivalent of 100 tonnes of carbon dioxide a year.”

Professor Nick Reed, Academy Director at TRL and Technical Director for GATEway commented; “The addition of three prominent and respected British organisations to the GATEway consortium further strengthens the UK’s position as a leader in autonomous technologies. Each company brings a great deal of experience to the project which will prove valuable in helping us to understand how the public and industry will adapt to the use of automated vehicles in the UK Smart Mobility Living Lab test environment in Greenwich. If the trials prove successful, we expect these iconic vehicles to become a familiar sight in many cities around the world.”

Julian Turner, CEO at Westfield Sportscars added: “We’re really pleased to be a part of the GATEway consortium and are looking forward to bringing our innovative, lightweight, technology to a well-known and tried and tested platform. As well as a 100% British supply chain, we can bring a number of benefits to the GATEway project, including knowledge of type approval processes and advanced pure electric race and road car technology that will not only ensure the shuttle trials are a success, but help put Greenwich and the UK at the forefront of automated mobility”.

The GATEway project (Greenwich Automated Transport Environment) is an £8 million project jointly funded by Innovate UK and industry. Led by TRL, which has over 50 years’ of experience in vehicle automation, the project will investigate public perception, reaction and engagement with a range of different types of automated vehicles.

The shuttle trial, which is one of three automated vehicle tests within the GATEway project, will investigate public acceptance of automated shuttle vehicles within the urban mobility landscape. Other trials set to take place in the project include autonomous valet parking and automated deliveries.



Contracting + Materials



+ 44 (0) 28 9250 1000
info@whitemountain.co.uk
www.whitemountain.co.uk

Part of the Lagan Group



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