

THE AIRPORT OPERATOR

THE OFFICIAL MAGAZINE OF THE AIRPORT OPERATORS ASSOCIATION



YOUR
AWARD-
WINNING
AOA!



**AOA PULLS OFF DOUBLE VICTORY
AT TRADE ASSOCIATION AWARDS**

Features

STANSTED

*Looking forward to
25 million passengers*

GLASGOW PRESTWICK

A plan and and a dream

AIRPORT SAFETY WEEK

An AOA innovation

THE AOA'S PLAN FOR GROWTH

A manifesto for Government

AOA
THE VOICE OF UK AIRPORTS
SUMMER 2016

NEXT GENERATION

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LNT Solutions' ground breaking deicers for aircraft and pavement, popular in Germany and North America since their introduction a decade ago, are now available in the UK and Ireland.

GEN3 pavement deicer is a high concentration blend designed to bring long holdover times at a competitive price. It is naturally non-corrosive, which benefits GSE, and offers a good environmental profile. Other products in the LNT range include Airside Solid and Type I/II/IV Aircraft Deicing Fluids.

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- Type I/II/IV Aircraft Fluids
- Trusted by airports and airlines worldwide

THE AIRPORT
OPERATOR

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ED ANDERSON

Introduction to the Airport Operator



Can I welcome readers to the Summer 2016 edition of the Airport Operator. It is published to coincide with the week of our House of Commons Summer Reception, held in conjunction with ABTA, BATA, IATA and Sustainable Aviation. It also follows the recent EU Referendum.

These are momentous and uncertain times for our country. There is going to be a long process ahead as the referendum vote to leave the EU is put into effect. This clearly brings risks – but also possible rewards – for the UK economy and the aviation sector.

In these circumstances the role of the aviation sector in ensuring that our economy remains strong is absolutely crucial; and the need for the UK to have excellent aviation connections to the rest of the world has never been greater.

It is therefore absolutely essential for the continued prosperity of the sector and the wider economy that steps are put in place to ensure that the UK remains part of the single European aviation market and benefits from the “Open Skies Agreement”. EU airlines must be able to fly freely both within the UK and between the UK and EU; and UK airlines must be allowed to fly freely across Europe.

It is essential that excellent international connectivity is maintained and that consumers continue to benefit from low fares. This must be an absolute priority in the coming negotiations; and the aviation sector stands ready to work with Government in ensuring we reach that positive outcome.

As the AOA, we will continue to campaign on all the issues we are currently engaged on including:

- Pressing for APD reductions across the whole of the UK;
- Calling for capacity issues in the South East to be taken forward as soon as possible;
- Ensuring the Government’s refreshed Aviation Policy Framework benefits all UK airports by helping, for example, to make better use of existing capacity, ensuring we get much needed airspace modernisation and policy support to improve surface access to airports; and
- Calling for the provision of strong and efficient security for outbound passengers and a properly resourced and welcoming Border Force for inbound passengers.

These are all important matters and we hope to see progress in all these areas. However, the key focus for our industry in the light of the EU referendum result is the need to ensure as an absolute priority that all the benefits that aviation and the wider economy have had from the Open Skies policy are maintained in the coming EU negotiations.

Ed Anderson, AOA Chairman

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

Corporate Partners



trusted to deliver™



Gold



Silver



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BOOKINGS
OPEN SOON

The AOA Annual Conference 2016

21-22 NOVEMBER 2016 | HILTON METROPOLE, LONDON



AIRPORT MATTERS 2016

For the fourth year running, the Airport Operators Association (AOA) and ITN Productions are producing a news and current affairs-style programme devoted to exploring the issues that are affecting the airport and aviation industry, including safety, environmental issues, the future of the UK's airports, and the importance of the passenger experience.

The way the industry works with Government is changing constantly. The AOA works hard to ensure senior politicians and officials are aware of the challenges faced by their members; and that the policies developed are workable for the

industry, such that airport operations are safe, secure and sustainable.

Drawing upon ITN's 60 year heritage and expertise in storytelling, we will look at the extraordinary breadth of the sector and how it affects the people in it. We'll look to understand the processes and challenges the aviation and airport industry faces in a climate of growing passenger numbers and increased security measures. 'Airport Matters 2016' will also look at how the industry is investing in new infrastructure to create more sustainable aviation.

The aim is to heighten awareness among policy makers, politicians and the wider public about the

challenges faced and how policy needs to be updated, both to support making better use of existing capacity and also expansion at all airports which require it across the UK and looking to reduce the overall level of Air Passenger Duty so that it is no higher than that of the closest European competitors.

'Airport Matters 2016' will be an in-depth, online programme providing a unique platform to stimulate debate. It will champion collaboration, celebrate innovation and encourage the exchange of ideas. ■



See trailer: <http://www.aa.org.uk/airport-matters-2016/>



COFFEE

giraffe

all day friendly dining



GOURMET COFFEES
HEALTHY SALADS
stacked high burgers
COOL COCKTAILS

25-YEAR OLD LONDON STANSTED AIRPORT EXPECTS TO HIT 25 MILLION PASSENGERS THIS YEAR

London Stansted Airport, the UK's busiest single terminal airport, expects to welcome 25 million passengers this year, according to Andrew Cowan, who started work as the airport's Chief Executive on 1 April, just days after Stansted celebrated its 25th anniversary

Mr Cowan, who was previously Chief Strategy Officer at Manchester Airports Group, also predicted that the airport would gain trans-Atlantic and Middle East routes during the next 12 months, though he added that low-cost carriers like Ryanair and easyJet would continue to be “the main heartbeat of the business”.

Reflecting on his first impressions of Stansted, Mr Cowan said that “right at the top of the list is all the people who work here, some fantastic, passionate people here at Stansted who are really committed to doing a great job”.

After that would be “just how far the airport has come in the last three years”, with passenger numbers growing by six million, £80 million invested by the airport and its retailers in the terminal and heavy investment in car parks – but he warned that growth on such a scale could put pressure on facilities,

which meant that maintaining and enhancing the service offer would continue to be at the top of his list of priorities for the coming year.

He promised passengers that “we are going to improve check-in, we are going to improve security, we are going to add to the car parking product that we have, we are going to continue to drive the retail facilities and we are going to add more seating”. There would also be improvements to lounge facilities for passengers being bussed to remote stands.

“Right at the top of the list is all the people who work here, some fantastic, passionate people here at Stansted who are really committed to doing a great job”

Beyond those short-term improvements, there would also be major investment in hold baggage screening to update equipment in line with the latest standards, which would be a big and complex project. In the longer term the priority would be look at what needed to be done to ensure that Stansted could accommodate the growing number of passengers that it expects to see over the next three to five years.

An area of focus would be continuing to improve surface access to the airport. Mr Cowan said “We have good routes already into London, whether that be by road or by rail or by coach, but I want to build on that. We are working very strongly on continuing to enhance the offer that we have got”.

Explaining the thinking behind the acquisition of London Stansted by Manchester Airports Group, Mr Cowan said “We bought the airport for a number of good reasons.

We thought that we could grow traffic, we thought we could improve the retail facilities, we thought we could put in car parking here and we thought we could learn some best practice from Stansted and we could bring in best practice from our other airports. If you look at all those facets of what we do, we have made significant progress on them all”.

Commenting on Stansted’s main airline customers, Mr Cowan said “We have got a long-term deal in place with Ryanair and we are seeing them growing rapidly, as with easyJet, who are continuing to grow with a good route mix. One of the things that I would like to see over the longer term is us getting trans-Atlantic routes and I would also like to see us flying to the Middle East. So getting that richer

mix of carriers into the airport is one of our ambitions and I would be disappointed if we haven’t done that during the next 12 months, but I do think that the main growth here will be with the low cost carriers and that will be the main heartbeat of the business”.

Mr Cowan said that he hoped to build on the already strong relationships that Stansted has established with the community: “It is really important that we have a very strong relationship and understanding of the community’s needs and the local economy. Airports in my mind have a very symbiotic relationship with the environment in which they sit and that is local communities, it is local businesses and it is local stakeholders that support economic

growth. So we will continue to build on the solid foundations that we have got in terms of relationships with all our stakeholders, whether they be local communities, political, local councils, education establishments – all the people who live and work around the airport”.

Returning to his emphasis on the importance of the workforce at London Stansted, Mr Cowan said “I want the people who actually work here on the campus to feel as though they can actually ask questions. I want people to understand what we are trying to do and why we are trying to do it. If I am out and about, then stop me and ask me questions and I am happy to share my views at any time with anybody”. ■



25 YEARS AT LONDON STANSTED AIRPORT



ANNIVERSARY
1991-2016

1991

11
MILLION PASSENGERS
per year

CREATION OF LONDON'S
THIRD AIRPORT
£400M
Investment

35,000
TONNES OF CARGO
per year

TODAY

23
MILLION PASSENGERS
per year

INVESTMENT IN THE NEW TERMINAL
SINCE 2013
£80M
Investment

240,000
TONNES OF CARGO
per year

170+
destinations

TOP 5
DUBLIN
EDINBURGH
GLASGOW
ROME
BARCELONA

Over
3.2 MILLION
flights to and from
the airport

Over
11,600
staff employed on-site

22 security lanes covering
4,800sq metres

89 check-in desks

1.44km long
baggage system

Busiest departure hour
5,250 passengers

DID YOU KNOW?...

50,000sq metres of terminal
floor space equaling
7 Wembley pitches

Over **1m** newspapers
read each year

Over **8.5m** bags
checked in each year

Hollywood blockbusters
including James bond filmed here

78 miles of toilet roll
replaced every week


Over **3.5m** hot drinks
drunk each year

KEY DATES

15th March 1991
Official opening by the Queen

19th March 1991
First arrival Air France from Paris

19th March 1991
First flight Air UK to Glasgow



GLASGOW PRESTWICK AIRPORT'S NEW CHIEF EXECUTIVE, RON SMITH - A MAN WITH A PLAN, AS WELL AS A DREAM

Ron Smith has only been in charge of Glasgow Prestwick Airport since 30 May, but finds it impossible to hide his mounting excitement and enthusiasm about the prospects for returning the airport to long-term profitability



That is the goal that he has been set by the airport's owners, the Scottish Government, and on which he has a relentless focus, but, even as he sets out his hard-headed plan to achieve that, he also admits that he has a dream of helping Prestwick first to return to its glory days, when it had 2.5 million passengers per annum, and then one day exceeding that.

Today the airport's passenger numbers fall just short of 700,000 passengers per annum, well below the record numbers recorded in 2007. Mr Smith concedes that attracting passengers back will be a challenge and beating the previous record will be "very difficult", but says that "everybody has to have a dream in life and that is my dream".

However, he is also the first to admit that passenger numbers are only one measure of success and not necessarily the most important for an airport that today boasts a diverse range of assets and is already Scotland's largest cargo airport by a considerable margin.

Reflecting on Prestwick's "chequered history", Mr Smith spoke of how he felt when the opportunity arose to

"It really frustrated me that this fantastic asset was declining and when this opportunity came along I couldn't resist the chance to take it on"

go for the job of chief executive: "It really frustrated me that this fantastic asset was declining and when this opportunity came along I couldn't resist the chance to take it on".

His most immediate previous role was as the Aberdeen-based General Operations Manager for the global offshore transportation specialists, CHC Helicopters, where he had responsibility for bases at Sumburgh (in the Shetlands), Aberdeen, Humberside, Norwich and Den Helder (in the Netherlands). His view, however, was that this aviation sector experience may have been less important in the minds of those who appointed him than his 15 to 20 years of experience of company turn-rounds and start-ups, declaring, with quiet confidence: "I know how to save this airport and that is why I came here".

Glasgow Prestwick Airport opened for business in the 1930's and after World War Two was the only Scottish airport offering trans-Atlantic flights. In the 1960's its runway was extended to serve the United States air force. Its long decline accelerated when both Glasgow and Edinburgh airports were given licenses to operate trans-Atlantic flights.

Offered the opportunity to comment on "what went wrong" at Prestwick, Mr Smith declines to express it in those terms. "I don't think anything went wrong, but the market developed in a different way. There was privatisation, competition and high levels of investment at other airports. A number of different owners came and went and multiple ownership took its toll".



Ron Smith, Chief Executive, Glasgow Prestwick Airport

In his view the key moment that opened the prospect of arresting the decline and starting the rebuilding process came in November 2013 with the purchase of the airport by the Scottish Government for the princely sum of £1. For the first time in years the Scottish Government's control offered a prospect of stability and security of employment.

Asked to describe what it is like to run an airport owned by a government, Mr Smith said: "It brings the stability that was missing in the past. The Government bought the airport to retain it as a Scottish asset and to develop the tech cluster that surrounds our airport. We have become subject to all of the public ownership rules and it is never a bad thing to get control based on solid rules".

Looking ahead, he says: "I am not really too concerned about what is happening at other airports. We have to decide on the best way to bring this airport to a position of long-term profitability and sustainability. That is the key message".

He goes on to make it clear that the airport's strategic plan will be based on a forensic analysis of its many unique selling points.

"I don't think anything went wrong, but the market developed in a different way. There was privatisation, competition and high levels of investment at other airports. A number of different owners came and went and multiple ownership took its toll"

Among these he includes "the huge runways here that can facilitate anything that we want to do", the bespoke cargo facilities (including the hangar that facilitates regular Boeing 747 freight movements), the ability to accommodate the Antonov 225, the world's heaviest aircraft, Prestwick's long-standing, traditional

military presence accommodating the US and Canadian air forces, the RAF and a substantial search and rescue operation, the unique cluster of high-tech businesses that operate at and surround the airport and the ability to handle high security visits, exemplified by the recent arrival and departure of the Republican Presidential candidate (and Turnberry golf course owner), Donald Trump.

Mr Smith also makes it clear that his management team are greatly encouraged by the UK Government's decision earlier this summer to introduce a licensing system designed to ensure that the UK can benefit from the fast-growing business of launching satellites into orbit from horizontally-launched sub-orbital space planes.

Prestwick sees itself as well-placed to support this business and is encouraging the Government to

give the Civil Aviation Authority responsibility for a licensing system mirrored on the US model, where there are already 10 licensed spaceports. Prestwick, says Mr Smith, is "in a very strong position to become one of Europe's first spaceports, if not Europe's first spaceport. We are well down that path and it is a very important project for us".

Time and again, however, he returns to his theme that his overriding goal is the achievement of long-term profitability and emphasises that every project will be measured for its contribution to that objective.

Asked if the referendum vote in favour of the UK leaving the European Union will impact on his airport's prospects, Mr Smith says it is very difficult to be sure at this

point, but he sounds a cautiously optimistic note. A worry is that a weakening pound might encourage more people to stay at home for their holidays, but says that Prestwick has no evidence yet that this is happening.

One thing he is very clear about is that "if ever there was a time when the UK's airports must speak with one voice it is now. The AOA are developing a position to protect the advantages that we currently have and I very much support that. We will be better off speaking with one voice to secure the best deal for all airports. We need a common view and I would very much like to get involved to help achieve that". ■





AOA LAUNCHES FIRST EVER AIRPORTS SAFETY WEEK

A total of 52 airports across the UK are set to participate in Airports Safety Week from 19 to 25 September – the first event of its kind to promote collaborative learning on a national scale

AOA Safety Director, Roger Koukkoullis, who has over 25 years of experience in developing airport safety culture in both the UK and Sweden, said that the CAA-supported event was a way of helping airports to learn from developing best practice at a time when the UK is forecasting that passenger numbers in UK airports will increase to 315 million by 2030.

Mr Koukkoullis said that growth on this scale would present the UK airport community with its biggest challenge yet and it was vital that the sector lived up to its responsibility as a major player on the world stage and raised the bar by setting up the framework for future generations. He suggested that “airports are like towns or cities, where safety affects everyone from passengers to airline, airport and air traffic control staff and where airports have overall accountability for the safety impacts of all the other players within their boundary”. It was this “working together culture that has helped UK aviation to deliver standards that are among the best in the world”.

The AOA would be emphasising during Airports Safety Week that safety is influenced by many individuals and teams at airports,

on control towers, on board aircraft and in the offices. Mr Koukkoullis suggested that giving landside and office staff an opportunity to go out and walk on a runway, donning a high visibility jacket and looking for foreign object debris was an example of how airports could secure commitment and buy-in from all of their staff. ■

The four main objectives of Airports Safety Week would be for every AOA airport to:

1. undertake a minimum of one safety promotional activity during the week
2. demonstrate from the top that safety is a priority
3. raise awareness, educate and develop knowledge and enthusiasm for safety and
4. promote the ethos that seeking safety, health and welfare improvement is a positive mind set and attitude



Bonus objectives would be:

- a chance for airport professionals to display commitment to the safety culture ethos
- the creation of an environment where staff not normally involved with a specific job are brought into contact with safety elements
- a snowball effect to encourage full airport participation and
- an opportunity to create public awareness through media and PR activities

The AOA has come up with a non-exhaustive list of suggested activities, including:

- a pilot giving a safety briefing
- a mobile safety bus
- visits to the air traffic control tower and the fire station
- a passengers with reduced mobility event
- learning about wildlife and habitat management, the role of aircraft cabin crew, airside driving, office safety and ground handling
- a passenger welfare seminar
- education about dangerous goods
- an emergency services training exercise and
- an airside night walk for school and university students.



AOA URGES GOVERNMENT TO ADOPT FOUR-POINT PLAN TO SUPPORT AIRPORT GROWTH

AOA Chief Executive, Darren Caplan, is calling on the Government to adopt a plan that will “truly provide the propulsion the aviation sector needs to take off and deliver more for UK PLC, its economy and its connectivity”



Already, he said, UK aviation generates over £52 billion in GDP and £9 billion in Treasury revenues and supports a million jobs. It is the third largest aviation market in the world and the second largest global aviation market.

Mr Caplan said that the need for further action to support the sector is now urgent, following publication of the CAA's UK passenger numbers for 2015. At 251.5 million they were almost 17 million ahead of the Government's highest forecast made just three years' ago.

In 2013 the Department for Transport forecast that passenger numbers in the UK would double from 220 million in 2011 to 445 million in 2050. Based on these figures all London and South East airports would fill up by 2030, with airports outside the South East, such as Bristol, Birmingham, East Midlands and Manchester, filling up by 2040.

UK airport infrastructure is currently among the best in the world, Mr Caplan said, but the Government now needs to do more to ensure that this continues to be the case.

There are four steps that the AOA would be pressing the Government to take:

1 Firstly, it is essential that the new Prime Minister, Theresa May, should prioritise an early decision on additional runway capacity for London and the South East. Already a year has passed since the Airports Commission's Final Report was published, and although the Government accepted its central finding that airport expansion is needed, a decision on delivering the additional capacity has been endlessly postponed. The AOA is insisting that this prevarication must end and a decision be taken as soon as possible.

2 Secondly, the Department for Transport needs to speed up work to update its 2013 Aviation Policy Framework to take account of higher passenger numbers and to give policy support on how to make better use of existing capacity - for example, by improving surface access to and from airports and by upgrading the UK's airspace corridors to enable more aircraft to flow through the skies.

3 Thirdly, the Government should give its full support to the new National Infrastructure Commission, chaired by Lord Adonis, which has a 30-year time horizon for looking at national infrastructure projects and is non-party. This would be a way of ensuring that crucial decisions on building the UK's transport links are taken outside of the adversarial crucible of short-term electoral politics.

4 Finally, the Government should be clear that the UK aviation sector can both expand and deliver cleaner, quieter and smarter flying. It could do that by supporting and promoting the work of Sustainable Aviation. Since 2005 this coalition of airports, airlines, aerospace manufacturers and air navigation service providers has been working to show how UK aviation can grow significantly to 2050 without significant increases in carbon, noise and local impacts around airports through newer fleets, better operational measures, carbon trading and sustainable fuels. ■



(L-R) television presenter, Mark Durden-Smith, AOA Chief Executive, Darren Caplan and award sponsor, Borough IT Director, Jon Vanstone

AOA PULLS OFF DOUBLE VICTORY AT TRADE ASSOCIATION AWARDS

The Airport Operators Association is celebrating a double awards victory at this year's Trade Association Forum awards

At the Forum's prestigious annual black tie dinner held on 6 July, Darren Caplan won the Trade Association Leadership Award and the AOA also walked away with the Conference of the Year award.

The Trade Association Forum is the association for UK trade bodies. Its awards recognise, reward and promote best practice in trade associations in the UK.

Darren Caplan's Leadership Award was a recognition of the progress made by the AOA in the last five years, representing the airports sector on aviation tax and a fair framework for sustainable sectoral growth, establishing an award-winning public affairs practice and

strengthening its policy, operations and safety, events and member relations capabilities, as well as its central office function.

The Conference of the Year award recognised the work of the AOA team, particularly Events and Member Relations Manager, Sally Grimes and Commercial Director, Roger Koukkoullis, in bringing the marketing and organising of the AOA's Conference, Exhibition and Awards 2015 in-house for the first time. They delivered a highly successful and professional event, with top-ranking speakers, a sold-out exhibition, record sponsorship sales, positive delegate feedback and a significant financial return.

Darren Caplan said "It really is a huge privilege for the AOA to be recognised by our trade association peers with these two award wins. The AOA seeks to be a leading force on behalf of its members, representing their interests and delivering strong flagship events.

"The awards are recognition that Team AOA is delivering a high quality service to its members and the team are truly honoured. We shall be striving to do even better in the months ahead". ■



(L-R) Mark Durden-Smith, AOA Commercial Director, Roger Koukkoullis, Education and Member Relations Manager, Sally Grimes, Darren Caplan and award sponsor, UK Accreditation Service Marketing Specialist, Philippa Bassett

LEEDS-BRADFORD AIRPORT UPDATES AIR TRAFFIC CONTROL SYSTEMS TO SUPPORT GROWTH



Official opening – (L-R) John Parkin, Alan Siddoway with Phil Cropper as the official opening takes place.

Leeds-Bradford Airport has completed a three-year project to update its **Air Traffic Control systems**.

Officially opened in June, the new equipment will help to support the airport in delivering its Masterplan, published earlier this year, which sets out ambitions to grow from 3.4 million passengers currently to 7.1 million passengers by 2030.

It is the first integrated update to the airport's Air Traffic Control systems for 30 years, with a new refit of radar equipment, computers and the installation of a 3D Micronay simulator for advanced ATC training. The approach room has been fully

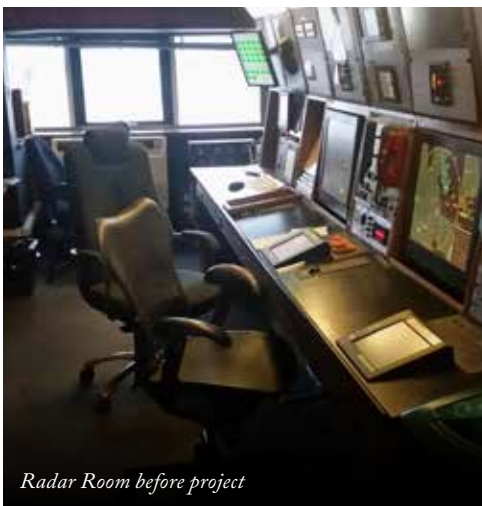
modernised, with new equipment including a Radar Data Processor, as well as radar and voice recorders.

John Parkin, Chief Executive at Leeds Bradford Airport, said: "This project indicates our drive to continually invest in Leeds Bradford Airport, enabling us to provide the very best services for passengers travelling through Yorkshire's gateway airport. This investment will further help us to support increased capacity as part of our draft Masterplan proposals to deliver 7.1m passengers a year by 2030. It's an exciting and crucial time for Leeds Bradford as we are ambitious to provide even more choice to our customers looking to travel across the world from their doorstep.

"I'd like to thank all of the operations team members who have been involved in this project. They have maintained an exceptional service throughout, which has all taken place around everyday activity in Air Traffic Control services."

Phil Cropper, Principal Inspector ATM of the Civil Aviation Authority, conducted the official opening. In addition, representatives of the suppliers were present and all had tours of the Air Traffic Control tower to see the equipment in operation. This included Dr Konrad Koeck, CEO of Avibit, Paul Boydell, Managing Director of Copperchase, Jon Ardon of Osprey Consultants, as well as representatives of Thinking Space and Certisa.

Alan Siddoway, Head of Air Traffic Control services, said: "I am thrilled to see all of this equipment installed and in operation. It's been a big team effort and this puts us at the forefront of aviation technology – helping us to keep our on-time performance high, as well as further support any increased capacity through our Masterplan proposal in the future. Safety is at the forefront of all of our activity and this work provides even more safety enhancement including conflict alert and modes at Leeds Bradford Airport."



Radar Room before project



Radar Room after opening. Caption: Mark Waudby, ATC Watch Manger, shows the new equipment to Phil Cropper (left) and John Parkin (right).

GLASGOW AIRPORT CROWNED BEST AIRPORT IN EUROPE WITH 5-10 MILLION PASSENGERS



(L-R) Amanda McMillan, Managing Director of Glasgow Airport, receiving the award from Angela Gittens, Director General, ACI World.

Glasgow Airport, which is celebrating its 50th anniversary, has been awarded Airport Council International Europe's (ACI Europe) prestigious Best Airport Award at a ceremony hosted by Athens International Airport on Tuesday 21 June 2016.

The "Best Airport, 5-10 million passengers" accolade acknowledged Glasgow's focus on enhancing its facilities, improving the passenger experience and securing a host of new routes and services.

Glasgow beat European airports Naples and Lyon to the title which comes one week after it was crowned Scottish Airport of the Year. Glasgow is also the current holder of the UK Airport of the Year title as well as the Airport Operators Association (AOA) Airport of the Year.

The judging panel for the ACI Europe Best Airport Awards was drawn from

a well-respected group of independent experts including EUROCONTROL, the European Commission, European Civil Aviation Conference (ECAC), European Travel Commission (ETC) and Air Transport World.

In 2015 alone, Glasgow Airport secured 30 new routes and services including direct flights to Halifax, Nova Scotia; Budapest, Prague and Las Vegas. The airport has continued this success into 2016 when it will launch 16 new services. It will also invest £25M in a series of major infrastructure projects designed to cater for the airport's unprecedented growth in passenger numbers whilst significantly enhancing the customer experience.

Amanda McMillan, chief executive of AGS Airports Ltd and managing director of Glasgow Airport, said: "We were highly commended at last year's ACI Europe awards, so to have gone one step further and secured the title

of Best Airport in what is our 50th anniversary is a huge honour. We have worked extremely hard to provide our customers with an ever increasing choice of destinations and have committed significant investment to enhancing our facilities.

"I am immensely proud to receive this award on behalf of the 5,000 people who have achieved so much over the course of the past year and ensured that Glasgow Airport continues to deliver for the city and for Scotland."

ACI EUROPE is the European region of Airports Council International (ACI), the only worldwide professional association of airport operators. ACI EUROPE represents close to 500 airports in 45 European countries. In 2014, its member airports handled over 90% of commercial air traffic in Europe, welcoming more than 1.8 billion passengers, 18.4 million tonnes of freight and 21.2 million aircraft movements.

LJLA SEES 15% PASSENGER GROWTH FOR FIRST HALF OF 2016

Figures released today show that in June over 11% more passengers chose to fly through **Liverpool John Lennon Airport (LJLA)** compared to June 2015 taking growth at Liverpool to 15% for the first six months of 2016 compared to the same period last year.

The number of passenger choosing to use LJLA has now increased for 17 consecutive months in comparison to the same period the year before.

Over 2.3m passengers have now used the Airport in 2016, some 300,000 more than at this time last year, making Liverpool one of the UK's fastest growing airports. These latest figures continue to reflect the recent upsurge in business at the Airport following the addition of a number of new routes and airlines now operating from Liverpool.

June saw the start of the Airport's latest service, with Blue Air commencing their twice weekly departure to Cluj, Romania's second largest city.

This year has seen two new operators commence services from Liverpool with Spanish airline Vueling flying to Barcelona three times a week and the start of the Thomson Airways' Summer 2016 weekly flight to Palma with passengers departing on holidays to Majorca with Thomson and First Choice for the first time in eight years.

Bookings with Thomson and First Choice from Liverpool have sold so well, that the tour operator announced in April that it will be expanding its Liverpool programme for Summer 2017, by adding a further weekly departure

to Palma, in addition to new weekly services to Ibiza and Tenerife, with flights for Summer 2017 already on sale.

In total, six new services have commenced this year, along with increased frequencies on a number of existing services too.

Robin Tudor, Head of PR for Liverpool John Lennon Airport commented, "2016 is set to be the Airport's best year in terms of passenger numbers since 2011. This year has seen more new operators, more new destinations and the completion of a variety of terminal developments that have improved the customer experience, helping to give passengers from across the North West and North Wales more of what they want from their local Airport."

NEW SUNSHINE ROUTES FROM BIRMINGHAM AIRPORT CREATE 200 JOBS



More than 200 new jobs will be created at **Birmingham Airport**, with the announcement this month of new flights to 15 holiday destinations by leisure airline companies, Jet2.com and Jet2 holidays.

Birmingham will become the company's 8th UK base in summer 2017, when the companies launch a total of 57 weekly flights to 15 summer break destinations, including daily services to Alicante, Faro and Majorca.

The other destinations served will be Crete, Fuerteventura, Girona, Gran Canaria, Ibiza, Lanzarote, Malaga, Menorca, Paphos, Reus, Rhodes and Tenerife.

The first of the new flights will take off on 30 March 2017 to Faro and Majorca, using the companies' brand new Boeing 737-800 next generation aircraft. 590,000 seats will be available for summer 2017.

In other new route news, Blue Air, Romania's largest hybrid carrier, has launched three weekly flights from Birmingham to Cluj, Romania's second largest city, adding to its existing route to Bucharest. Spanish airline, AlbaStar, has launched new twice-weekly flights from Birmingham to Palma de Mallorca.

RYANAIR RETURNS TO ABERDEEN INTERNATIONAL AIRPORT

Ryanair has announced its return to **Aberdeen International Airport**, with two new routes to Alicante and Malaga, starting in February 2017.

The twice-weekly, year-round services will deliver 50,000 customers per annum to the airport.

Aberdeen International Airport Managing Director, Carol Benzie, said the news demonstrated the opportunity that exists for leisure capacity in Aberdeen.

Explaining the background to Ryanair's return to Aberdeen, Ms Benzie said that earlier this year the airport had carried out a leisure survey, asking the local community which destinations they would like to see introduced from Aberdeen. The



airport's route development team took the survey results to the recent Routes Europe conference in Krakow and Ryanair

had responded by introducing services to Alicante and Malaga – which were two of the most requested routes.

FIVE MAJOR UK AIRPORTS CELEBRATE ANNIVERSARIES IN 2016

Edinburgh, Gatwick, Glasgow, Heathrow and Stansted airports have all been celebrating major anniversaries this year – with Edinburgh claiming the crown for the centenary of the opening of the Royal Flying Corps aerodrome and Stansted marking a quarter of a century since the opening of its iconic Lord Foster-designed terminal building.

The Edinburgh aerodrome opened during the First World War on 2 March 2016 and the celebrations earlier this year included a Red Arrow fly-past.

In its centenary year Edinburgh Airport's passenger numbers rose to over 11.1 million and the airport published a new independent study showing that it contributes nearly £1 billion to the Scottish economy and supports over 23,000 jobs. New airlines attracted over the last three years include Turkish

Airlines to Istanbul, Etihad Airways to Abu Dhabi and Qatar Airways to Doha.

The next oldest anniversary was marked by London Gatwick Airport, which opened for business 80 years' ago on 17 May 1936 with its first commercial flight to Paris. Other destinations served in the first year included Amsterdam, Copenhagen and Malmo. Today's airport is connected to over 200 destinations in 90 countries.

London Heathrow Airport opened just ten years' later in 1946 and the airport has marked its 70th anniversary with the unveiling of 70 installations, each marking an iconic moment in British culture over the past 70 years ago.

Glasgow Airport first opened for business 50 years' ago and celebrated its Golden Anniversary by tracking down the first

aircraft to land there, a Cherokee, piloted by Captain Kenneth Foster of Loganair, whose test flight paved the way for the opening of the airport on 2 May 1966. Three of the airlines present at the beginning (Aer Lingus, Icelandair and Loganair) are still flying from Glasgow today, where there are now 30 airlines serving more than 120 destinations.

Stansted Airport began life as a World War Two US air force base, but its commercial life began 25 years' ago, when HM The Queen opened the terminal building on 15 March 1991. Today London Stansted has over 23 million passengers a year and hosts flights to over 170 destinations.

The five UK airport anniversaries were celebrated this summer in a special edition of ACI Europe's Airport Business magazine.

STANSTED AIRPORT WETHERSPOON PUB NAMED AS BEST IN THE WORLD



A **Wetherspoon airport pub** which serves more than one million customers a year has been named as the best in the world in the prestigious FAB (Food & Beverage) awards

The Windmill, which opened at **Stansted Airport** in March 2015, won the title 'Airport bar of the year' at the awards, held in Switzerland.

The awards recognise the best and most innovative projects in travel-related food and beverage. Two other Wetherspoon pubs ; Wetherspoon (Birmingham Airport) and The North Western (Liverpool Lime Street Station) were also recognised.

Wetherspoon was 'highly commended' in the airport category and The North Western was 'highly commended' in the railway category.

The awards were presented during the annual Airport Food and Beverage (FAB) conference and awards in Geneva. Organised by the Moodie Davitt Report and the Foodie Report.



Wetherspoon's head of property and acquisitions, Jon Randall, said: "We are delighted that the Windmill has been named the best 'Airport bar of the year.'

"The award is testament to the amazing efforts of manager Michael Wilkins and his team of 160 staff who serve great food and drink in a superb looking pub.

"The Windmill is a vital part of the food and drink offering at Stansted Airport, serving more than a million people a year

"We are equally proud of the awards to Wetherspoon at Birmingham Airport

and The North Western at Liverpool Lime Street Station."

Stansted's interim commercial director, Martin Jones, added: "It's a fantastic achievement for the Windmill to be recognised as the best airport bar in the world, just over a year after it opened at the heart of Stansted's £80 million terminal transformation project.

"I would like to congratulate the whole Wetherspoon team as the pub is now an integral part of the new food and drink offer at Stansted and has proven to be extremely popular with both our UK and overseas passengers."



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