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# THE AIRPORT OPERATOR

The official magazine of the  
Airport Operators Association

**SPRING** 2013

## GIBRALTAR AIRPORT: NEW TERMINAL TRANSFORMING AIR TRAVEL



  
THE VOICE OF UK AIRPORTS

### **Policy**

AOA launches 'Airport Operators TV'  
'A Fair Tax on Flying'  
New night noise regime moves closer

### **Features**

Bristol Airport's dynamic development  
St Helena's £201.5m Airport Project  
LHR Runway Resilience Project

### **News**

Newcastle Airport launches new website  
RPS: logistical masterplanning at Manchester  
Birmingham appoints new aviation strategy specialist

A man in a high-visibility vest and lanyard is looking at a tablet displaying a baggage handling diagram. The diagram shows a complex network of green and blue lines representing baggage paths. The man is wearing a white shirt, a dark tie, and a yellow high-visibility vest. He has a lanyard around his neck with the text "Hathornw" and "Making every journey better". The background is blurred, showing what appears to be an airport terminal with other people and screens.

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Association



## Airport Operators' Association

3 Birdcage Walk  
London  
SW1H 9JJ  
Tel: 020 7799 3171  
Fax: 020 7340 0999

[www.aoa.org.uk](http://www.aoa.org.uk)



## The Airport Operator is produced by PPS Publications Ltd.

**Daniel Coleman**  
Publisher

**Ross Falconer**  
Editor

**Amy Hanna**  
Assistant Editor

**Callum Tennent**  
Assistant Editor

**Richard Jende**  
Head Designer

**Victoria Wilkinson**  
Designer

**James Howson**  
PPS Publication &  
Exhibition Manager

**Paul J. Hogan**  
Managing Director

### PPS Publications Ltd

3a Gatwick Metro Centre  
Balcombe Road  
Horley, Surrey  
RH6 9GA  
United Kingdom  
Tel: 01293 783851  
Fax: 01293 782959

Email: [post@pps-publications.com](mailto:post@pps-publications.com)

[www.pps-publications.com](http://www.pps-publications.com)

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Hufton and Crow

*Ed Anderson, Chairman,  
Airport Operators Association*

# CHAIRMAN'S INTRODUCTION

Welcome to this edition of the Airport Operator which is published on the occasion of our Annual Dinner at the Grosvenor House Hotel. We are delighted that the Secretary of State for Transport, the Right Honourable Patrick McLoughlin MP, has accepted our invitation to give the keynote address.

Annual events are always an opportunity to reflect and take stock. I feel that aviation now has a more positive hearing from policy makers than in some recent years. There is more recognition of the very significant benefits that can flow to the economy from a thriving UK aviation sector and the question in policy makers' minds seems to be less one of whether aviation should be allowed to grow and rather where and when that growth might take place.

In that context, we welcome the fact that the Government's Aviation Policy Framework is due to be published soon. We hope that the APF heeds the AOA's calls for a bold and integrated aviation policy framework which contains a clear endorsement of the benefits of allowing our sector to grow in a sustainable way. We also welcome the Davies Commission work on airport capacity and would urge all parties to commit to acting upon its findings.

The past year has seen major investment at our airports to improve the passenger experience and to ensure resilience when schedules are disrupted. We are concerned

to ensure that all aspects of the passenger experience are excellent and we therefore welcome the appointment of Sir Charles Montgomery as the new Chief Executive of the UK Border Force. We look forward to working collaboratively with the Border Force, both nationally and at the individual airport level, to ensure a top class service for our inbound passengers.

We continue to be very supportive of the work of the Sustainable Aviation coalition. Following last year's publication of the carbon 'road map' we are now looking forward to the publication of the SA Noise Road-Map which should indicate how aviation can grow without increasing its overall noise output for local communities.

The topic that still concerns us massively is Air Passenger Duty. Following the double inflation increase last April, and the 200,000 emails sent by members of the public to MPs urging a change of policy, the Chancellor is planning another inflation increase this April. This will make the UK even less competitive with the rest of Europe and the very high levels of APD are a clear brake on aviation's ability to provide the economic growth that is so badly needed. We are urging the Treasury to commit to a wide study of the impact of the tax and, until that is published, to halt any further tax increases.

I wish all of you who will be at the Annual Dinner a most enjoyable evening.



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# AOA LAUNCHES 'AIRPORT OPERATORS TV' CHANNEL

The AOA has joined forces with television heavyweights ITN in an exciting new video content partnership.

ITN Productions, the creative production hub at ITN, has commissioned Airport Operators TV, which will be hosted by national newsreader Natasha Kaplinsky, and will be creating content specifically around the activities of the AOA and the airport industry at large.

The AOA's Darren Caplan, Chief Executive, said: "This

***Darren Caplan:***  
*"The focus of the programme is to cover sector development and share best practice and knowledge to shape the future of airports and aviation"*

new initiative will bring to life the key issues in aviation as we reach a pivotal moment in what is an incredibly exciting airports sector."

"The focus of the programme is to cover sector development and share best practice and knowledge to shape the future of airports and aviation. Above all, the channel will show how important aviation is as a sector and the contribution it makes to growth and the economic recovery of UK plc," he added.

Airport Operators TV will be shown at the AOA Annual Conference in London – as well as being hosted on the ITN Transport News channel.

Simon Shelley, Corporate Programming Director at ITN, will oversee the programme editorial, and has said that the aim of the channel is to drive 'thought-leadership' by telling the story of the innovative

and leading organisations who define the sector.

"We're delighted to be partnering with the AOA, creating content and a voice on major themes such as international connections, Air Passenger Duty, tax and growth requests, sustainable

aviation and better passenger experience.

"Some of the industry's biggest names are scheduled to appear on the programme. Aviation is such a vital part of the recovery and growth of the UK economy; and in addition to the main interviews

we're also excited to start creating editorial profiles on some of the organisations that make it tick," he added.

For more information on the initiative please contact, Simon Shelley, Director of Corporate Programming, ITN, at [simon.shelley@itn.co.uk](mailto:simon.shelley@itn.co.uk).



**01**  
ITN Productions, the creative production hub at ITN, has commissioned Airport Operators TV, which will be hosted by national newsreader Natasha Kaplinsky.



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# THE AOA CALLS FOR CHANCELLOR TO CANCEL PROPOSED 2013 APD INCREASE IN THE MARCH BUDGET

■ Cutting Air Passenger Duty (APD) would boost jobs and growth and, as a result, produce higher revenues for the Treasury.

That is the main conclusion of a new report from PricewaterhouseCoopers commissioned by British Airways, Virgin Atlantic, Ryanair and easyJet.

The report says that cutting or abolishing APD could benefit the UK economy to the tune of 0.45% in GDP every year and around 60,000 jobs between now and 2020. It makes the case that lower APD levels would result in higher revenues for the Government from a boost in growth. It would more than pay for itself by increasing revenues from other sources, such as income tax and VAT.

Darren Caplan, Chief Executive of the AOA, said that PwC's authoritative report provided powerful ammunition in support of the case long argued by the Airport Operators Association and its partners in the 'A Fair Tax on Flying' campaign - namely that APD is a tax on jobs and growth that has been damaging the UK economy. He said that the report demonstrated conclusively that halting the planned rise in APD, due to come into effect on 1 April, could



make an important contribution to the revival of the economy at a time when growth had become the Government's most important objective. By showing that any lost revenues from an APD increase would be replaced by revenues from growth, the PwC report has taken away the Chancellor's last argument against taking action on APD.

The AOA's submission to the Treasury ahead of George Osborne's 20 March Budget calls on the Chancellor to put an end to increases in the tax (which is the highest in the world) and commit to commissioning a Government study into its overall effect on the UK economy. It says that a freeze on increases in APD would help the aviation sector to grow its businesses, drive the economic recovery and deliver the Government's priorities of jobs and growth.

That was also the message delivered to the Government by peers in a well-attended House of Lords debate on APD. While the Government's spokesman, Lord Newby, said that APD was a valuable contributor to the public purse at a time of economic uncertainty, all ten other peers who spoke in the debate criticised the Government's position on the tax.

There was widespread support in the Lords debate for the view that the right course for the Treasury to take would be to set up an economic impact study that would examine the effects of the duty on the UK economy.

Crossbench Peer, Lord Palmer, who opened the debate, said there was a growing body of evidence of the damaging effects of the duty on the economy and urged the

Government to "take this grave situation into account". He accused the Treasury of "a wonderful piece of misdirection" over its refusal to consider commissioning a review. Claiming that the Treasury was refusing to launch a new consultation into the contentious tax because, in its opinion, it has been reviewed already, he argued: "There are plenty of other similar responses to very similar inquiries, yet there has never been such a consultation. It is

a great phantom that has been created by the Treasury - a wonderful piece of misdirection of which the illusionist Derren Brown would be proud."

He was backed by Lord Howell of Guildford who said the current situation was "Treasury obfuscation and short-termism at its worst", arguing that "APD in its current inflated form is working against our friends, against our foreign policy goals and against the national interest".

## Lord Palmer:

"There are plenty of other similar responses to very similar inquiries, yet there has never been such a consultation. It is a great phantom that has been created by the Treasury - a wonderful piece of misdirection of which the illusionist Derren Brown would be proud."

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# ROW OVER GROUND HANDLING HALTS EU DECISION MAKING ON SLOTS AND NOISE

A fierce debate in the European Parliament over European Commission plans to liberalise ground handling rules at Europe's airports has blocked progress on slots and noise.

All three subjects were covered in the Commission's Airports Package, but EU Governments are refusing to take decisions on any of them until the Parliament reaches a view on ground handling.

The European Parliament's Transport Committee had voted to throw out the Commission's ground-handling liberalisation proposals, reflecting the strong opposition that they faced from Germany. But the full Parliament decided that wasn't good enough and told the committee to think again. Until they do, progress on the whole package has been frozen by the 27 Governments of the EU.

So the Parliament's views on both slots and noise remain in limbo until the ground handling

issue is resolved one way or the other, within the next few weeks. The Transport Committee is expected to vote again in March or April, but it remains unclear whether they will be able to reach agreement.

On slots current EU law is silent on secondary slot trading, a practice where an airline sells landing and take-off rights to another airline, which is currently permitted in the UK, but banned in other member states. The Commission and the Parliament both agree that such trading should be legal across Europe. The Parliament wants to ensure that unused slots are made available to interested parties as soon as possible and in a transparent way, but without prejudice to connections between point-to-point airports and major hubs. The Parliament threw out a Commission proposal to increase the "use it or lose it" threshold from 80 to 85%. Instead MEPs opted to strengthen the penalty system in order to dissuade airlines



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from holding slots without using them or taking too long to return them to the pool. They also voted to leave the existing slot series length unchanged, rejecting the Commission's proposal to increase it.

On noise, the European Parliament agreed that specific noise abatement objectives should be set for each airport under a framework of common rules. When choosing the most cost effective noise mitigation measures, national and regional

authorities would have to take account of health, economic and social aspects and follow the balanced approach of the International Civil Aviation Organisation. The Parliament rejected a proposal from the Commission that it should have new powers to suspend Member States' decisions. Instead, MEPs said that, while the Commission could evaluate proposed operating restrictions, it would be up to Member States to decide whether to take notice of the Commission's opinion.

The Airport Operators Association will continue to monitor developments closely on behalf of its members and is currently planning a visit to Brussels in April for meetings with European Commission officials, members of the European Parliament and Government representatives. The visit follows an AOA reception held in the European Parliament last November, which gave AOA members an opportunity to hold informal discussions with MEPs on the Airports Package.

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# NEW NIGHT NOISE REGIME MOVES CLOSER

The Government has taken the first steps towards introducing a new night noise regime, which will affect Heathrow, Gatwick and Stansted, but will also have implications for the whole UK airports sector.

A new consultation document from the Department for Transport sets out options for the new regime which will come into effect on 26 October 2014.

Transport Minister of State, Simon Burns MP, has promised specific proposals later this year, which “will need to strike a fair balance between the interests of those affected by the noise disturbance and those of the airports, passengers and the UK economy”. Final details of the new regime will be announced in spring 2014 and Mr Burns said that they would need to be “consistent with the high level noise policy which the Government will set out in spring 2013 when we publish our Aviation Policy Framework document”.

The consultation, whose deadline for responses is 22 April 2013, seeks views on issues including the effectiveness of the current night noise regime, the costs and benefits of future options and the fleet replacement plans of airlines. It includes a review of current evidence on the costs and benefits of night flights.

The document says: “The aviation sector is a major contributor to economic

prosperity by providing the international connectivity needed to support economic growth. The Government supports the growth of the sector within a framework which maintains a balance between these economic benefits and its costs, which include the impact of noise on local communities around airports.”

It adds that: “Noise from aircraft operations at night remains widely regarded as the least acceptable aspect of aviation noise and the Government has long recognised this. If airport capacity is allowed to grow, it is essential that the aviation industry continues to tackle its noise impact in order that the benefits are shared between airports and local communities.”

Future options which the consultation document lists include:

- Operational procedures, including the angle of descent on approach and introducing a night time easterly preference at Heathrow
- Changing the existing scheduling or operating bans which affect the noisiest aircraft types
- Guaranteed respite periods
- Trade-offs which include an increase in the number of permitted flights in the night quota period

The Department for Transport said that the consultation provides “an opportunity for interested parties to make the case for night flights and how they can contribute to economic growth”.

It acknowledged the relevance of the consultation to the work

of the independent Airports Commission, chaired by Sir Howard Davies, which is looking at how to maintain the UK’s position as Europe’s most important aviation hub. On this, the consultation document said: “As night flying restrictions may be relevant to questions of

airport capacity, we will want to be able to take account of relevant recommendations which may emerge from the Airports Commission during the process to set the next night flights regime. Equally, the Commission may want to make use of the evidence gathered from this consultation.”



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*Bristol Airport has seen throughput increase in each of the last three years, with a +2.8% rise to 5.9 million passengers in 2012. The figures are a positive sign that the South West economy is moving in the right direction. Significantly, bmi regional has announced the expansion of its route network from Bristol, with three new routes. Ross Falconer visited the airport and spoke with CEO Robert Sinclair.*

# BRISTOL AIRPORT'S DYNAMIC DEVELOPMENT BOOSTS SOUTH WEST ECONOMY

According to CAA statistics, Bristol is the only airport in the UK's top 10 to grow passenger numbers each year since 2009. Last year's increase included record monthly totals in June and July. The rise in throughput was achieved with fewer flights; the total number of aircraft movements was down by -7.3% in 2012 - a decrease of almost 5,000 flights as a result of airlines operating larger aircraft with high load factors. New routes in 2012 included easyJet services to Copenhagen and Naples, and a three-times weekly Ryanair service to Warsaw Modlin. Meanwhile, KLM is this spring introducing additional capacity on its four-times daily service between Bristol and Amsterdam Schiphol. A fourth successive year of growth is anticipated in 2013, with over six million passengers expected.

"The resurgence in business travel has been particularly

strong with several airlines, including KLM and Brussels Airlines, adding capacity on routes to major European hub airports. We expect this growth to continue throughout 2013, with further route announcements in the pipeline," said Sinclair.

Indeed, bmi regional is continuing to expand its European network from Bristol, with the launch of services to Munich, Milan and Hannover. There will be six weekly flights on each route, commencing on 13 May. These increase the total number of services operated from Bristol by the airline to six - the other three being Aberdeen, Frankfurt and Hamburg.

"bmi regional has recognised the strength and resilience of the South West economy and has made a major commitment to connect corporates in the region to key European business centres. The three



02

new routes will also appeal to leisure travellers and will generate additional inbound visitors to both the South West and Wales," explained Sinclair. "Along with increased

frequency on its Frankfurt service, bmi regional's new routes will provide convenient alternatives for passengers currently travelling to London airports in order to fly to

these destinations. Businesses in the region have told us that more connections to Germany are one of their top priorities, promoting trade and commerce with Europe's largest economy."

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bmi regional is continuing to expand its European network from Bristol, with the launch of services to Munich, Milan and Hannover. Pictured are: Adele Hussey, Flight Supervisor, bmi regional; Graeme Ross, Director of Planning, bmi regional; Cathal O'Connell, Chief Executive, bmi regional; Robert Sinclair, CEO, Bristol Airport; Steve Hoy, Chief Commercial Officer, bmi regional; and Jason Wescott, Head of Sales & Marketing, Bristol Airport.

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An eye-catching mural provides a memorable welcome to arriving passengers. It features images of many iconic attractions from across the region, while capturing the South West's blend of enterprise and natural beauty.



04

their smartphone and enables loyalty points to be collected in the process. Available as a free download, the BeepTreat app can be installed by customers using the airport's free WiFi access. Tom Hack, Retail Manager at Bristol Airport, said: "BeepTreat is another example of technology enhancing the travel experience. It gives passengers access to a range of discounts and deals which will help them to get the most out of their time at Bristol Airport. It also helps us gain a better understanding of what our customers want, enabling us to tailor our offer accordingly in future."

It follows on from an innovative technology enabling travellers to order food and drink via their smartphone. The QikServe app enhances the airport's reputation for innovation and customer service. Hack commented: "By introducing QikServe to the busiest food and beverage location, Bar Zero9 at Bristol Airport, it allows the team to deliver a seamless and stress-free start to the customers' journey. This innovative app means that customers can select, order and pay for their food and drinks without having to leave their table or wait at the bar."

A key element of the Bristol Airport brand is exceptional



03

a second immigration facility and a new business lounge, which will open in April.

#### AIRPORT DEVELOPMENT

The development of Bristol Airport will ultimately enable it to handle 10 million passengers per year. Sinclair explained that the airport has secured planning approval for this development, which includes 33 separate projects that will be undertaken to match demand. The first phase was completed last June, when three new aircraft stands were opened by the then Transport Secretary, Justine Greening. Other improvements included the construction of an additional immigration facility and an expanded security search area, both aimed at increasing the efficiency of essential processes at peak times. Work is currently underway on a new executive lounge, which will be 50% larger than the existing facility and will offer hot food and different zones in which

Bristol Airport is continuing to improve the experience for the business traveller, with recent enhancements including an expanded premier car park, additional security channels,

passengers can work or relax before boarding their flights. The £600,000 new Aspire by Servisair lounge will offer an improved product for business and leisure passengers when it opens this spring, with greater levels of comfort in a stylishly designed environment. The new location includes kitchen facilities, meaning that the complimentary menu will include hot food as well as snacks and premium brand drinks. A series of distinct zones will cater for the differing requirements of business and leisure passengers, depending on whether they want to do some last minute work before boarding or relax ahead of a holiday flight. Families will also be welcome, with a new entertainment area complete with personal televisions. Specially designed side tables provide charging facilities for laptops, iPads or games consoles and the lounge will include toilet facilities. The lounge development is

part of an overall strategy to enhance facilities for business passengers using Bristol Airport.

#### CUSTOMER ENHANCEMENTS

The airport is undertaking a number of initiatives to enhance the passenger experience. A new technology is being trialled in the food & beverage outlets; the BeepTreat system gives passengers access to offers and discounts using



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#### 03

A key element of the Bristol Airport brand is exceptional people. All frontline staff are participating in customer service training, highlighting the airport's commitment to driving higher standards.

#### 04

595,000 passengers and 95,000 staff used the Flyer in 2012, and as the service has become more popular, the airport has continued to invest in it, both in terms of frequency of service and new vehicles.

#### 05

Sinclair: "The resurgence in business travel has been particularly strong with several airlines, including KLM and Brussels Airlines, adding capacity on routes to major European hub airports. We expect this growth to continue throughout 2013, with further route announcements in the pipeline."

people. Its Volunteer Information Patrons (VIPs) are a clear example of this. First impressions count, and the VIPs provide a warm welcome to passengers by providing information of hotels, tourist attractions and directions for onward travel. All frontline staff are also participating in customer service training, highlighting the airport's commitment to driving higher standards.

The airport is always looking to improve the passenger experience by supporting the development of less intrusive but efficient technologies. It recently trialed a Mini Portal scanner, and hopes the trial will help in the development and future use of these passenger friendly security systems. Chris Ware, Head of Security, Bristol Airport, explained: "Bristol Airport's security provider ICTS was asked to trial the equipment in a live airport environment prior to submitting for regulatory approval. The airport hosted the trial and identified jointly with the

supplier further developments and improvements necessary. The system uses thermal technology and provides video images, which has the ability to identify items not previously identified – e.g. plastics – and also minimises the need for physical pat downs and preserves the privacy of passengers."

#### SURFACE ACCESS

Bristol Airport is very well connected via public transport. The Flyer service links the airport with Bristol Temple Meads, Marlborough Street Bus Station and other city centre locations. 595,000 passengers and 95,000 staff used the Flyer in 2012, and as the service has become more popular, the airport has continued to invest in it, both in terms of frequency of service and new vehicles. In 2011, more than £2 million was spent replacing all the vehicles on the service with a dedicated fleet of low-emission, wheelchair-accessible vehicles. To improve the appeal of the service, the vehicles



are air-conditioned, have leather seats and free WiFi for customers, as well as charging points for phones and laptops. The link with Bristol Temple Meads Rail Station is a key

feature of the service. Sinclair explained that the key message is connectivity; travellers can purchase train or coach tickets that include the journey on the Flyer to make their trip as straightforward as possible. As a result, an increasing number of passengers from further afield – particularly South Wales, Devon, Cornwall, Wiltshire and Gloucestershire – are finding it easier to get to Bristol Airport by public transport, and that is being reflected in the passenger statistics.

Meanwhile, Greyhound coach services, which currently operate between Swansea and Cardiff, are to be extended from 11 March to provide a direct luxury coach service to and from Swansea, Cardiff, Newport and Bristol Airport. "We are delighted First has taken this step to enhance connectivity for people and businesses in Wales. This is an exciting new addition to the public transport options available for passengers in an important part of our catchment area," commented Sinclair. "The new Greyhound UK service

will enable people in south and west Wales to access the extensive range of destinations available from Bristol Airport, including recently announced bmi regional flights. The Greyhound service provides a convenient alternative to much longer journeys to Gatwick or Heathrow. Inbound visitors will also benefit, making it easier to reach venues such as the Millennium Stadium in Cardiff and Swansea's Liberty Stadium for those attending sporting fixtures or concerts."

This will be followed later the same month by a direct bus service between Bristol Airport and Bath. Operated by Bath Bus Company, the service will be particularly attractive to tourists flying in to visit the World Heritage City.

The development of the airport and the important new services announced by its airlines are a clear signal of Bristol Airport's commitment to providing the infrastructure and connectivity to enable the economy of the South West to thrive.



#### 06

*The development of Bristol Airport will ultimately enable it to handle 10 million passengers per year. The airport has secured planning approval for this development, which includes 33 separate projects that will be undertaken to match demand.*

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*New routes from Bristol in 2012 included easyJet services to Copenhagen and Naples, and a three-times weekly Ryanair service to Warsaw Modlin.*



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01

# COLAS GEARS UP FOR AIRPORT ASSET MANAGEMENT DEALS

*For airport operators and their supply chains new ownership brings opportunity for innovative procurement approaches that will lead to greater cost and operational efficiency. This is certainly the view of Carl Fergusson, boss of leading airport business Colas.*

“With changes in ownership there is movement in people and procurement ideas,” he explains. “It is a driver for change.”

The idea of buying a bundle of services in an integrated asset management package that can be provided by a single supplier over a five-year or more horizon is one development Fergusson believes will have major impact on the airport sector.

These services could include maintenance of the critical asset of the runway along with taxiways, lighting, snow clearance and grass cutting. Basic capital works could also be wrapped into the bundle.

Activities could be planned to run concurrently, preventative maintenance programmed to have the minimum impact on airport operation and longer life products used to extend gaps between interventions.

And there would be no expensive interfaces between different suppliers to be managed, with the end result

being less risk and greater efficiency on all levels.

“We are seeing airport clients shifting to looking for contractors that can bring asset management across the whole estate, not just airside,” Fergusson says.

This as an approach that has proved its worth in the highways sector, he explains.

“You can’t help but look at what is happening in highways and see evidence of the thought processes filtering across,” he says. “The airport sector is starting to recognise those kinds of asset management approaches. And if that is the way things are going we are well placed to capitalise.”

The move to airport asset management mirrors Colas’ experience in roads, and in particular its PFI highways maintenance projects like its 25-year deal to manage all of Portsmouth City Council’s roads. Fergusson believes that experience and knowledge



02

gained there can be brought to benefit his airport clients.

Colas’ airports and projects division Business Development Manager Murray van der Poll can see clear advantages to moves towards integrated asset management at airports. “We are bringing together our design and technical skills in airfield and structural maintenance to offer a one stop shop for the client,” he explains. “This will improve our ability to build long term, sustainable relationships with our clients.”

Colas already has a top quality reputation in the UK airport market – it was part of the team that resurfaced Gatwick’s main runway and is half of the joint venture contractor that is currently extending the runway for Birmingham.

But Fergusson is ambitious for

his business’s future. As the company’s reach grows in the UK he has plans to underscore its strength in depth by taking on major airport work around the globe. The plan is to capitalise on Colas’ French parent’s global presence, and team up with local offices in mainly former Commonwealth countries to blend UK expertise and reputation with local knowledge, supply chains and acceptance.

The Indian sub-continent, Oceania and Australasia have been identified as the initial targets for 2013. “We can bring British engineering and project management to the local entity so we are not engaged in a standing start with no local support network. We have Colas’ feet on the ground already.”

Early signs are good. The company is already closing in on one prestigious international

airport deal, and success there will undoubtedly open new doors for Colas back in the UK.

## INTELLIGENT SOLUTIONS

Colas believes that what distinguishes it from its competitors is the emphasis it places upon being an ‘intelligent service provider’. By that it means it seeks to understand the unique circumstances and requirements of the client before developing an effective solution designed specifically to meet the customer’s needs.

The Airports business unit focuses on maintenance, airport projects and international airports. Within the division there is capacity to complete civils and building projects such as waste transfer stations and portal frame buildings. Colas can also deliver road and infrastructure lighting maintenance.

01

Colas’ Carl Fergusson: “We are seeing airport clients shifting to looking for contractors that can bring asset management across the whole estate, not just airside.”

02

Colas is half of the joint venture contractor that is currently extending the runway for Birmingham.



Picture: KMA Architects

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*The island of St Helena, located in the centre of the South Atlantic, has never before had air services – in fact, it is so remote that it didn't receive television until 1995. In a highly significant step, it will begin receiving at least one service a week to its new airport, which will be completed in 2016. Airport Project Director Janet Lawrence explained the logistics of building an airport on one of the world's most isolated islands to Amy Hanna.*

# ST HELENA BUILDING TOWARDS HISTORIC FIRST AIR SERVICE

Under any circumstances, the construction of a new airport is rarely anything less than a colossal undertaking, but when its location is one of the most remote islands on the planet, the terrain is primarily volcanic outcrop and construction materials must be conveyed by sea from over 1,200 nautical miles away, the task becomes an entirely more complex endeavour.

£201.5 million has been invested into the St Helena Airport Project, which will see the introduction of aeronautical activities and

air services to the island for the first time. The project is being undertaken for the St

Helena Government, funded by the British Government's Department for International



02

01

When it is completed in February 2016, the island's new airport will be capable of handling 200 passengers an hour, and will initially service at least one flight a week to an international hub in South Africa.

02

The final component in the logistics process prior to the airport's construction was the introduction of a 14.1km haul road between the temporary jetty at Ruperts and Prosperous Bay Plain, the airport site, for transportation of equipment and materials.

Development, and – because of the physical limitations of the 47 square mile island – is truly a one-of-a-kind build.

Surveys exploring the feasibility of developing an airport on the island have been circulating since 1947, but the technical difficulties in operating services to an airfield more than 1,100 miles from the African coast and 700 miles from the nearest landfall were considered too great. Only 21st century advances in navigational aids and aircraft design have made an airport on the island technically and operationally feasible. Following a study in 2005, which confirmed that the introduction of an airport would be the best way to solidify St Helena's economic future, preparations began in 2008 for this particularly specialised commercial airport project.

The new airport's terminal building is set in the island's lava-formed Prosperous Bay Plain area, and when completed in February 2016 it will have a footprint of 2,200sqm and the capacity to handle 200 passengers – 100 arrivals and 100 departures – every hour. Janet Lawrence, Airport Project Director, explained that initially flights will embark weekly from the airport, sufficient in the first instance to serve the demands of the island's 4,200 residents, and fulfil the objectives of the island in becoming a high value, low volume tourist destination, with an eventual 30,000 visitors a year.

"Flight destinations from St Helena will depend on demand, the limitations imposed by the length of the runway, and market interest in providing services," commented Lawrence. "The airport has been designed to support the safe operation of Boeing 737-700, Airbus A319 or equivalent aircraft to an international hub in southern



Picture: KMA Architects

03

Africa, for example Cape Town or Johannesburg. However, the airport will also be capable of supporting flights to other destinations, though there may be some restrictions on passenger numbers."

In-depth discussion of the airport's potential route network is currently underway, while the eventual expansion of St Helena's facilities is already being anticipated. The airport is currently being built with a 1,550m landing runway, with 60m long end strips and 240m long Runway End Safety Areas (RESA) at either side, making the total length of the platform 2,150m. The construction of a full length RESA has provided the airport with the option of adding an Engineered Material Arresting System at a later date to increase the declarable distance, enabling operations by larger Boeing 737-800 or Airbus 320 aircraft, which carry around 160 passengers. Every element of the new airport's design has been tailored to the requirements of the island, including its compact, 12m-perimeter baggage reclaim

carousel – the smallest ever made by its manufacturer, Robson Handling Technology.

#### LOGISTICAL CHALLENGES

"At project design stage, it was recognised that the most significant challenges to the Airport Project would be in terms of logistics. St Helena is extremely isolated and relies on the Royal Mail Ship for passenger and cargo access to and from the island," commented Lawrence. "One of the key challenges for the project is that the majority of materials have to be imported. These materials include about 5,500 tonnes of explosives and cement for 64,000m<sup>3</sup> of concrete."

The remote island's limited infrastructure capacity to contain a project of such magnitude meant that a supply chain had to be developed to deliver construction materials from Walvis Bay, Namibia, to the island. An 80m long chartered landing craft, specially modified to carry one million litres of fuel and support a 40ft crane, cycles every 22 days and has now completed

eight voyages and moved over 200 items of construction plant, plus explosives, cement and other goods.

Pretoria-based construction and engineering firm Basil Read is controlling the design, construction, certification and eventual operation of the airport for 10 years, and was responsible for the construction of berthing and unloading facilities, setting up fuel storage, constructing temporary accommodation for the workforce, creating communication links and

securing and transporting the plant and personnel.

"They have constructed a temporary jetty in Ruperts, which for the first time in island history allows a vessel to come alongside and discharge directly onto land (all of our other cargo operations are carried out using barges between the ship and shore)," explained Lawrence. "Basil Read has also constructed a temporary fuel storage facility to meet the project's requirements. The final component relating to logistics has been the construction of



04

#### 03

The new airport will mark an historic first for the isle of St Helena, which has never before received aeronautical services. Until the airport's completion, the island is only accessible via the RMS St Helena, which makes 25 voyages a year to Cape Town, South Africa – a journey that takes five days to complete.

#### 04

Basil Read has chartered an ocean going, 80m long landing craft to transport building materials to the island from a supply base in Namibia. The temporary jetty has for the first time permitted a vessel to discharge directly onto the island.

a 14.1km haul road between Ruperts and Prosperous Bay Plain in order to transport equipment and materials.”

#### ONE-TENTH OF THE WAY

Since construction began in November 2011, a tenth of the project has been completed. The arduous establishment of a site on the island is complete and design work is now underway for landside and airside, following the carving of a 14km access road in the island's rugged terrain. Basil Read anticipates that a maximum of 450 staff will spend 1.85 million hours on the project's completion.

The most recent developments to the project are in the Dry Gut area of the island; an access route into Dry Gut was completed in September and construction work there has now begun. Eight and a half million cubic metres of rockfill are needed for Dry Gut, where works will take two

years to complete. In February a 73-tonne blast at Prosperous Bay Plain – the largest blast of the project so far – generated 120,000m<sup>3</sup> of fill for the site.

The environmental considerations of the Airport Project are also a major part of the construction process. The Prosperous Bay Plain is recognised for its high invertebrate biodiversity, and as such, lengthy Environmental Impact Assessments were carried out prior to the project and a detailed Construction Environmental Management Plan (CEMP) is in place. A dedicated environmental team on the island, with back-up from off-island as required, continually monitors construction activities and its effect on local flora and fauna.

“Through their CEMP, Basil Read has committed itself to working to sustainable development principles, and addressing environmental,



06

socio-economic, financial and community issues in their objectives for the project,” Lawrence explained. “A separate Operations EMP will be prepared in the later stages of the construction period.”

#### AN END TO ISOLATION

The first flight from St Helena Airport will bring an end to centuries of isolation for the UK Overseas Territory, which to-date has only been

accessible by its twice-monthly link to South Africa, the RMS St Helena – a sea-passage that takes five days to traverse. So remote is the island that residents are still petitioning the UK Government for funding to introduce a broadband connection.

Lawrence said: “From a strictly airport project perspective, the foremost impact on residents has to be improved access to

the island and the economic and social benefits that this will bring. It is difficult to describe the remoteness of the island, but to move to a situation where there is a minimum of a flight per week significantly improves access to and from the island.”

The airport will deliver a previously unimaginable tourism infrastructure, as well as marking the start of true financial independence for the island, which at present receives £20 million in annual support from the UK Government.

“The island's recent history has reflected a period of economic decline, where increasing numbers of Saints have travelled offshore to seek employment,” Lawrence commented. “We hope that increased opportunities on-island will reverse this trend. Indeed, we have seen a number of Saints return to the island to work on the Airport Project which is very promising indeed.”



05

**05**  
Engineer Roy Carnell makes finishing touches to St Helena's 12m-perimeter baggage reclaim carousel. Designed by Sheffield-based conveyors Robson Handling Technology, it is compact enough to fit into a living room, and is one of the smallest the manufacturer has ever made.

## *Robson ships to the South Atlantic*

Robson has recently completed one of the smallest baggage reclaim carousels it has ever manufactured. With just a 12m perimeter, the carousel could easily fit in your own living room. Robson baggage carousels are installed in major airports and seaports worldwide, but normally on a grander scale – a carousel of this size would be dwarfed by Heathrow or Gatwick. So why would Robson build such a small carousel?

It will be serving travellers arriving at the tiny island of St Helena in the South Atlantic. St Helena is only 10.5 miles long and 6.5 miles wide, with a population of 4,200 – about half of the population of Darnall, where the manufacturer is based.

Robson's Airport Systems Design Engineer Ian Blanchard stated: “The St Helena carousel is half brushed stainless steel and half galvanised steel. It will sit half inside the terminal and half outside for the baggage handlers to load with the passenger luggage.

“Even with such a small system the Robson high standards of build quality, high performance and robust reliability were applied.”

Robson designs and manufactures airport and seaport baggage handling equipment, exporting worldwide. Sales in the airport industry topped £5m in 2011, for blue chip airport customers such as Heathrow, Manchester and Gatwick.

**06**  
The biggest blast to-date in the construction of the airport took place at Prosperous Plain Bay in February, and provided 120,000m<sup>3</sup> of rockfill for the island's Dry Gut area.



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Robson Handling Technology, established in 1906, have been extensively involved in Airport Baggage Handling projects both in the UK and overseas for over thirty years.


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# P4 GAINS TOP SAFETY ACCREDITATION

P4 Limited has become the first independent manufacturer solely dedicated to emergency lighting to gain certification under the BAFE SP203-4 scheme.

The British Approvals for Fire Equipment (BAFE) accreditation confirms that P4 Limited, the UK's leading self-testing emergency lighting company, is competent to provide services such as design, commissioning and maintenance of emergency lighting systems.

To satisfy BAFE's requirements for SP203-4 certification, Fakenham-based P4 underwent a detailed and thorough assessment of the effectiveness of its quality management system and the competence of its technical staff.

At a special ceremony at P4's headquarters in Norfolk, CEO Peter Warner, who founded P4 in 1989, said: "Compliance and total peace of mind for our loyal customer base has always been a bedrock of our business, and this latest achievement

secures our position as a truly world class provider of emergency lighting solutions."

P4 also took the opportunity - in the presence of guest of honour Keith Simpson MP, Member of Parliament for Broadland, and guests from the lighting and emergency services sectors - to showcase its revolutionary new FASTEL wireless self-testing, fully addressable emergency lighting system, and its market leading M-web+ emergency lighting system.

*P4 Limited is the first independent manufacturer dedicated solely to emergency lighting to be presented with the BAFE P203-4 accreditation certificate. Left to right: Alan Daniels, Technical Director, P4 Limited; Peter Warner, Founder and CEO, P4 Limited; Robert Warner, Managing Director, P4 Limited; Keith Simpson, Member of Parliament for Broadland; Alistair Thompson, Director, BAFE.*

# NEW TERMINAL TRANSFORMING GIBRALTAR'S AIR TRAVEL



Picture: Hufton and Crow

*The new £85 million terminal has transformed air travel for Gibraltar. Four times bigger than the previous terminal and intelligently built with traveller comfort, environmental efficiency – and the breathtaking view – in mind, it has created a wealth of new opportunities for air services from all over Europe. Terence Lopez, Air Terminal Director, explained to Amy Hanna how the terminal's unique design is enhancing the passenger experience.*



The distinctive new Gibraltar Airport terminal is the first building that visitors see on the Gibraltar skyline, whether they travel to the British Overseas Territory by air or land. Located on the fringe of Gibraltar's border with Spain, it is embedded in a spectacular landscape, with panoramic views of the Rock of Gibraltar forming an extraordinary backdrop.

Arrivals shifted from the old to the new GIB terminal in November 2011, and in September 2012 the first service departed from the £85 million airport, which was developed alongside Gibraltar's area

development plan. With three departure gates, 16 check-in desks and at 19,600sqm in size, the new terminal is a world away from the previous 5,000sqm airport building, which in recent years had struggled to cope with escalating passenger numbers. It now has the capacity to handle one million passengers, and in 2012, around 300,000 travellers passed through its doors.

The current terminal's replacement of the old airport was initiated in a 2007 agreement between the UK, Spain, and the previous government of Gibraltar, to facilitate the handling of

both Schengen and non-Schengen flights. Ongoing political discussion with Spain surrounding air links between the two countries means that Gibraltar's airport building isn't being fully utilised at present, but the new terminal has created a wealth of new opportunities for flights from all over Europe.

"We are probably one of the last state-owned terminals in Europe," explained Terence Lopez, Air Terminal Director. "We don't see Gibraltar Airport as its own entity, but as a part of Gibraltar as a whole. Even though we are a very small nation we have big aspirations

## 01

Due to a limited amount of flat land on the peninsula, GIB's runway is bisected by the main artery of highway traffic that goes in and out of Gibraltar. Options are currently being considered for an alternative way of operating after the possibility of building a tunnel beneath the strip was ruled out.

## 02

The airport's primary focus for 2013 is to expand its route network. Currently it operates several services to the UK, including a British Airways flight to Heathrow and an EasyJet service to Gatwick, while Monarch flies to Luton and Manchester, and opens a Birmingham service on 25 March.

– we have a port, a finance centre, and we're a very good link for tourism – and now is the perfect opportunity for people to fly here and see the facilities that we have. Hopefully they'll carry on coming and we will continue to grow."

#### EXPANDING GIBALTAR'S NETWORK

Further political developments will take place before services from mainland Spain to Gibraltar can be implemented, and it is currently business as usual at the new terminal, with BA, Monarch and easyJet running regular services to destinations in the UK. Lopez explained that

since the completion of the new airport building, expansion of GIB's route network has been at the forefront of its growth.

"The airport has a very active route development unit and it is constantly trying to attract new routes into Gibraltar," Lopez commented. "The fact that the new terminal has opened has really given them the catalyst they needed to get things moving. We are looking at every kind of route at the moment. By the end of May we will be serving several destinations within the UK – London Heathrow, London Gatwick, London Luton and

Picture: Hufton and Crow



04

Picture: Hufton and Crow



03

**03**  
The airport was designed by architectural firms 3DReid and bblur, who inventively shaped the terminal to reflect its aviation function and maritime location between the Atlantic and the Mediterranean Sea.

Manchester, with Birmingham coming online in March. The Government of Gibraltar is permanently trying to expand the route network, and not only to the United Kingdom – they want to fly to Ireland and, of course, break into Europe."

Lopez's primary goal is for the airport to increase its number of movements and services. "We have five stands and I'd like to see them full every day. I don't think that's going to happen overnight – in the travel industry everything always takes a little time, what we agree now may not happen until next summer or next winter – but that's what we're aiming for."

The airport's Route Development Consultant worked with a design team to launch GIB's dynamic, industry-centred new website – [gibraltarairport.gi](http://gibraltarairport.gi) – at the start of this year. The site also features a number of innovative features for passengers, including online flight booking and check-in and 3D terminal maps, all of which can be accessed by mobile.

**INNOVATIVE ARCHITECTURE**  
"Even though we are quite a small airport we have one of

the best views in the whole world. The terminal itself faces the North face of the Rock, and you can just sit there for hours and look at it," Lopez said. Indeed, the airport's glass and steel structure is a unique and well-mediated design, customised to the region's beauty, and based on an understanding of the dynamics of the passenger process and flow patterns. Fully glazed walls maximise the view of the Rock and across the straits towards Africa, the Atlantic and the Mediterranean. In departures, landside and airside viewing terraces look out across the active apron, enabling passengers to pass the time before their flight by taking in the scenery and enjoying the theatre of an operational airport.

The terminal was designed by Daniel Bérubé and Matthew Bedward, who led the 3DReid design team from concept to planning scheme design, until they left to form bblur architecture in 2008. 3DReid, led by Divisional Director Paul Green, and bblur architecture collaborated throughout the design development and

**04**  
The £85 million new airport terminal is almost 15,000sqm larger than its predecessor, and has the capacity to handle one million passengers.

Picture: Hufton and Crow



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delivery phases, with Bérubé leading the project as concept guardian and lead designer.

Bérubé and Bedward explained that the airport's inventive shape was designed to reflect the terminal's aviation function and maritime location, and also with environmental efficiency in mind. The large, overhanging roof provides a high level of solar shading to maintain a cool airport environment, while high-performance double glazing and automated roller blinds enable the building to be predominantly naturally lit, contributing to enhanced energy performance.

Lopez added: "The fact that they've used so much glass brings a lot of daylight into the building, and there's also large skylights on the major

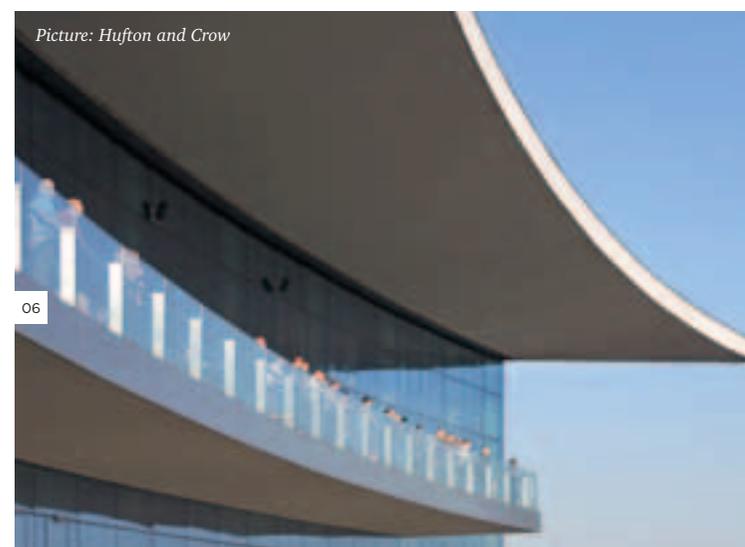
transitory passenger movement areas so the building is served by a lot of sun, which is not very common in airports that you see nowadays." Passenger feedback has been very positive, the terminal's transparent design having been recognised for enhancing the passenger experience by offering a calming journey through the airport.

#### THE SUMMER 'AVALANCHE'

According to Lopez, the true test of the new terminal will come in the busy summer months, when the number of passengers is expected to reach its highest yet. "In a day-to-day sense what I'm concerned with is getting the terminal ship-shape," stated Lopez. "In summer we will have an average of five flights a day – on Sunday that comes up to seven – and that for us is quite

a big step, considering that at the moment we only have one or two flights on some days."

In preparation, Gibraltar Airport is continuing the modernisation of its new terminal, and is currently in the process of implementing new technologies throughout its departure area. Four self-service counters are soon to be installed, while in security an explosives detection system has been put in place. Optimal workforce planning, too, is key to Lopez's strategy. "I cannot lose sight of the fact that it is the people that work inside the airport that make it what it is, and however much you do with the architecture, the people working within it are its blood – the life and soul of it," Lopez said. "You can have the most beautiful building in the world,



06

Picture: Hufton and Crow

but if the staff within it aren't happy or they aren't doing their jobs properly all the feedback you get from passengers will be negative. So that's my emphasis

now, getting our equipment and our staff ready for the passenger avalanche we're going to start getting, so that when it happens – we're ready for it."

05

Lopez: "The fact that they've used so much glass brings a lot of daylight into the building, and there's also large skylights in the major transitory passenger movement areas so the building is served by a lot of sun, which is not very common in airports that you see nowadays."

06

The cleverly designed terminal has landside and airside viewing terraces that offer a unique vista across the active apron, and are very popular with passengers. All travellers are permitted to use the terrace in departures, which also has an exclusive VIP area.

# VANDERLANDE INDUSTRIES WINS HEATHROW DEVELOPMENT SAFETY AWARD

*The CDM design review team of Vanderlande Industries, which has been working on the Terminal 3 integrated baggage project at London Heathrow, has won a prestigious client award. Ross Falconer reports.*

Vanderlande was nominated for the award – for the “team, supplier, organisation or group that has either reduced health and safety risk or advanced the health and safety agenda at Heathrow” – by a client representative in recognition of the commitment from Vanderlande Industries to driving continuous improvements in design to provide a better experience for those interfacing with the system throughout its life.

“Receiving this recognition from our customer is a source of pride

and motivation for all our teams who work hard to continually drive higher standards. The award for design safety demonstrates the focus we have on ensuring that solutions are not only functional, efficient and cost effective, but also deliver excellent standards of safety throughout the complete life cycle,” commented Nick Porter, Director/General Manager, Vanderlande Industries.

He continued: “Designing safe solutions means making them intuitive – if the safe solution is the easiest solution it will be

used as a matter of course.”

Vanderlande’s CDM design review team comprises highly skilled members with a range of different experiences and perspectives. They meet frequently to review design with the focus entirely on safety for the whole lifecycle of a project, from transport and logistics through installation to operation, maintenance, cleaning, replacement and removal.

Representatives from project site teams, subcontractors and suppliers are also often

invited to become involved to discuss particular challenges and to help review options and reach safe solutions. This collaborative way of working, encouraged and supported by the Vanderlande Industries management team, has already resulted in many safety improvements on projects for Heathrow Airport Limited and, currently, for the Terminal 3 integrated baggage project.

Examples of Vanderlande’s safety solutions include improved access to spiral chutes, improved fire door motor positioning and bagstore lighting arrangements, all of which reduce risks during maintenance activities.

This way of working also emphasises many of Vanderlande’s core values of: ‘Safe base, team play, drive to win, every day better’ and helps strengthen its reputation and relationship with its customers.

Martin Butler, Design Safety Advisor of Vanderlande Industries, collected the Heathrow Development Safety Award on behalf of the design review team during a safety awards dinner hosted by London Heathrow Airport Capital Projects, the department that manages development at London Heathrow Airport. This event was attended by more than 250 people from around 20 companies involved in development projects across the airport.

## NEW APPROACH TO BAGGAGE MANAGEMENT

Terminal 3 Integrated Baggage adopts a new approach to Baggage Management. Rather than output being reactively driven by input, as in a conventional push system, the T3IB pull approach holds all incoming bags in a central bag store until required by the flight build process. This pull comes from early or conventional build for each flight.

The system measures all bags’ size and weight. Once the right combination is available to fill a single ULD effectively for a given flight, bags can be sent to a semi-automated early build cell. Nearly half the bags will be processed this way. The remaining bags are released to a conventional build lateral at a controlled and constant rate, ensuring the lateral only needs to be open for that flight for as short a time as possible. This allows more flight builds per lateral.

“This combination of early and compressed conventional builds is achieved through a fully integrated high level control and physical system design optimised specifically for this purpose. The result is a highly controllable process using less space than a conventional system. Less space means smaller buildings, lower rent and lower cost per bag. More controllable means more passengers travelling with their bags and more customer satisfaction,” explained Porter.



## Door Systems for Airports



Jeddah (above)  
Heathrow (left)

Hart Door Systems delivers a range of door systems for airports – security, high-speed fire/smoke prevention, conveyor belt and for large storage/vehicle areas. Designed and manufactured in Great Britain and installed to UK, EU, Russian and UL international standards.

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# RATING APPEALS: SIGNIFICANT GAINS FOR AIRPORTS

Dunlop Heywood – a firm of Chartered Surveyors specialising in Rating Law – advises on the appropriate rateable value to be applied in respect of several airports and the correct appeal strategy to be adopted. It is Rating Consultant to Dublin Airport Authority, Newcastle International, Norwich International, Durham Tees Valley, Manchester City, Shoreham and Blackpool airports.

Stuart Hicks, Director at Dunlop Heywood, said: “Rating Assessments for airports are set using the Contractor’s Basis of valuation being based upon the costs

of construction. But the valuation methodology is a means to an end; that is establishing the hypothetical rent that someone might pay for the airport. Dunlop Heywood believes that it is entirely incorrect to approach the valuation of any airport on the basis of the costs of construction in a vacuum; the reality of the real world and market conditions must be taken into account.”

Dunlop Heywood starts with the operational business and overlays this on Rating Law. “Only by understanding the operational business can a fair assessment be established,” added Hicks.

“This is because there are elements to the valuation that are subjective and the phrase ‘cost does not equal value’ applies. By rigorously following a real world approach, substantial savings can be made through appealing rating assessments. The assessment of Dublin International Airport was recently reduced from RV €133,301,000 to RV €113,301,000.

“Regional airports worldwide have had to consider the change from being a business in a growing industry to one which has seen drops in passenger traffic with a knock-on effect to both aeronautical and non-aeronautical income.”

There are significant gains that can be made by challenging an airport’s business rates that improve profit and strengthen the business model as recession recedes.

“The current UK Rating List applies from 1 April 2010 to 31 March 2017. Therefore, reductions in assessment can deliver substantial refunds as well as ongoing annual savings,” explained Hicks. “Managers must proactively take action to mitigate this substantial cost and take advantage of this opportunity to return revenue back to their business, not just with an immediate benefit now, but one which will give returns for years to come.”

**Stuart Hicks:**  
*“Regional airports worldwide have had to consider the change from being a business in a growing industry to one which has seen drops in passenger traffic with a knock-on effect to both aeronautical and non-aeronautical income.”*

# ENA BRINGS NOISE ACCREDITATION TO UK AIRPORTS



*The UK's airports are employing a broad range of sustainability initiatives, covering all aspects of airport operations, as part of a comprehensive commitment to minimising their environmental impact. A new noise accreditation scheme offers the opportunity for airports to assess and monitor their noise reduction efforts. Callum Tennent reports.*

UK airports are now able to receive an official and scrupulous assessment of their noise levels, courtesy of a new scheme entitled the Environmental Noise Accreditation (ENA).

The scheme was established 18 months ago by Noise Communications Solutions Ltd. Managing Director Vicki Hughes. After five years of liaising with airports over noise levels, she decided to offer a more official, regulated means for airports to control their noise pollution.

Hughes and her auditing team interact with several members of the airport staff in key positions over several days, as well as with external stakeholders. The results that the team garner then allow the airport to be ranked on a scale between one and four – level one showing a basic awareness and monitoring of sound levels, whilst level four sees the airport dedicated to a strategic, ambitious noise-reduction business model.

"It's a big commitment for an airport – it certainly shows a

dedication to noise reduction," said Hughes. "Nothing is a pass or fail, it is simply a scale of 'basic' to 'excellent'. The airport does not know which level they will come out at before the assessment – they cannot buy their way in. The incentive for the airport is that it is a clear demonstration of their commitment. It provides a framework for the airport, as well as a yardstick for them to make tangible progress from. ENA does not just finish at the end of the auditing process like most environmental management standards – it

continues to work with the airport to help it improve."

The airport's inability to essentially purchase the qualification, as well as the need for it to show demonstrable annual progress in order to retain it, grants real weight to the ENA. The levelled structure provides clear goals for airports to work towards, and once there they must continue their efforts or risk losing accreditation.

"We are also currently talking to a number of groups for

endorsement. We are fully regulated thanks to an external advisory board. We are working on gaining more credibility for the scheme," explained Hughes. "We want airports to realise the seriousness of the undertaking of the scheme, as well as proving to stakeholders and local communities that it is a long-term effort to improve noise levels."

A major UK airport is currently under audit by ENA. It will be the first to gain accreditation, and will be announced in September of this year.

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# APL: DELIVERING BESPOKE AVIATION RECRUITMENT SOLUTIONS

■ “With man hours having increased fourfold in two years, APL is finally receiving recognition for its high standards, continuity of provision and reliability of service,” states Aman Gahlan, Manager of Operations at Airport Placements Ltd (APL). “We were not content with simple growth, APL was set-up to be a different type of aviation staffing support services company, so I was appointed this year to develop our Pre-Employment Awareness Training (PEAT),” adds Gahlan. Among a variety of elements that sets the company apart from its competitors, he believes that it

is PEAT that is the most distinguishing benefit for its clients. “We give employees nationally recognised client/airport-approved training in manual handling, fire and airside safety ready for day one of their employment.”

APL has just entered its fourth year of trading, having grown year-on-year to become a leading force in airport specific recruitment. During this initial development phase it has benefited from over 50 years of combined staff support, ATC and ground handling experience. “APL was founded to increase the calibre of staff within the airport

environment and give best assurances possible in terms of safety and security within the industry, whilst increasing standards generally across the board,” enthuses Gahlan.

Since arriving at APL, Gahlan, having many years in aviation himself, has taken the APL objective forward, and has secured new clients at Birmingham, Glasgow and East Midlands airports amongst others. Furthermore, clients such as Servisair and Swissport are now in their third year of using APL, normally unprecedented in the current environment, testament to the continued improvements and

hard work displayed by the company and its staff. “APL offers us a bespoke, on-line aviation recruitment process tailored to our full and part-time staffing needs, including all referencing and airport security checks,” adds Paul Sutcliffe, Servisair Station Manager at Birmingham Airport.

#### THE “GO-TO” SUPPLIER

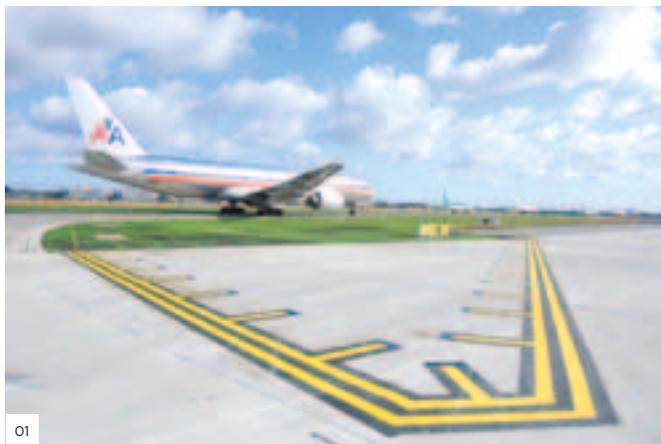
Although APL has predominantly provided ramp and passenger service agents, aircraft cleaners and customer services agents, this year has also seen an increase in demand for its services within the airport retail sector, car parking services, fuelling, engineering

and industrial cleaning within airports, as well as the sourcing of managerial personnel within the industry. “Our objective is to become the UK’s ‘go-to’ aviation recruitment supplier,” says Gahlan.

“As well as forging new relationships to expand its client base, we are keen to improve our product portfolio too. One area we are looking to develop is providing aviation job search tools on our website which has already received 100,000 hits in the few first weeks of 2013,” he adds. One thing is for sure, APL is ready to shake-up aviation personnel recruitment.



Since arriving at Airport Placements Ltd, Aman Gahlan, the company’s Manager of Operations, has continued to drive its objective of providing high calibre personnel within the airport environment forward, while securing new clients at Birmingham, Glasgow and East Midlands airports.



*Morgan Sindall is currently working in partnership with Lafarge Tarmac on the Runway Resilience Project at London Heathrow, which is scheduled for completion in December 2014. This is a critical project for Europe's busiest airport, and will be carried out on night possessions over the next two years, as Michael O'Callaghan, Director of Aviation, Morgan Sindall, explained to Ross Falconer.*

■ Morgan Sindall and Lafarge Tarmac began their collaboration at the tender stage of the project, looking at the materials, methods and manpower required to deliver an economically advantageous project to Heathrow Airport, while also minimising risk and potential disruption. "The key is to provide a cost effective, seamlessly integrated solution to the airport. Our collaboration extends from management to all levels of the works, including the erection and operation of the batching and coating plant for the runway rehabilitation project," explained O'Callaghan.

He continued: "Keys to our work at Heathrow are our joint knowledge, with Lafarge Tarmac, of the airport, built up over 25 years of working at Heathrow. Under our framework partnership, we assist Heathrow Airport Limited by applying advanced stakeholder management techniques, as well as supporting the airport in its programme management."

This ensures that the solutions developed jointly are both constructible and capable of integrating into a cohesive set of projects, improving the airport without disrupting airport operations.

"At Morgan Sindall, we like

# MORGAN SINDALL AND LAFARGE TARMAC COLLABORATE ON LHR RUNWAY RESILIENCE PROJECT

to think we are the 'invisible contractor', providing construction and engineering services to the airport without disrupting passenger journeys or airport operations. We do this by carefully planning our works in conjunction with all parties at the airport, and by using our experience in finding quick and easily implementable solutions to achieve the requirements of the airport," said O'Callaghan. "We and partners, Lafarge Tarmac, work totally flexibly, often at night, when the airport is less busy; and ensure that we plan and coordinate our work carefully, minimising risk, and minimising the possibility of delay and disruption to the airport and passengers."

Sustainability and the

efficiency are vital in the current construction environment. Morgan Sindall and Lafarge Tarmac will ensure that all excavated asphalt and concrete on the runway rehabilitation project is recycled and reused. Much of this will be reused in the actual project itself. "Morgan Sindall's sustainability priorities commit to providing a 100% Safe workplace for our People, as they grow and develop in our business. We have a total commitment to our Planet, by reducing energy consumption, carbon emissions and waste, as well as committing to Profit, improving sustainable procurement and local employment and communities," commented O'Callaghan.

Morgan Sindall is also working

at Gatwick Airport, delivering the South Terminal Airside Development project; is in the final stages of delivering an ATC Tower at Manchester Airport for Manchester Airports Group (MAG); and is delivering a Police Helicopter Facility at

Exeter Airport. "We are also carrying out a major hangar refurbishment (TBJ Hangar) for British Airways at Heathrow, and have recently completed works at Leeds Bradford, Birmingham and Cambridge airports," said O'Callaghan.



**01**  
O'Callaghan: "At Morgan Sindall, we like to think we are the 'invisible contractor', providing construction and engineering services to the airport without disrupting passenger journeys or airport operations."

**02**  
Morgan Sindall is currently working in partnership with Lafarge Tarmac on the Runway Resilience Project at London Heathrow, which is scheduled for completion in December 2014.



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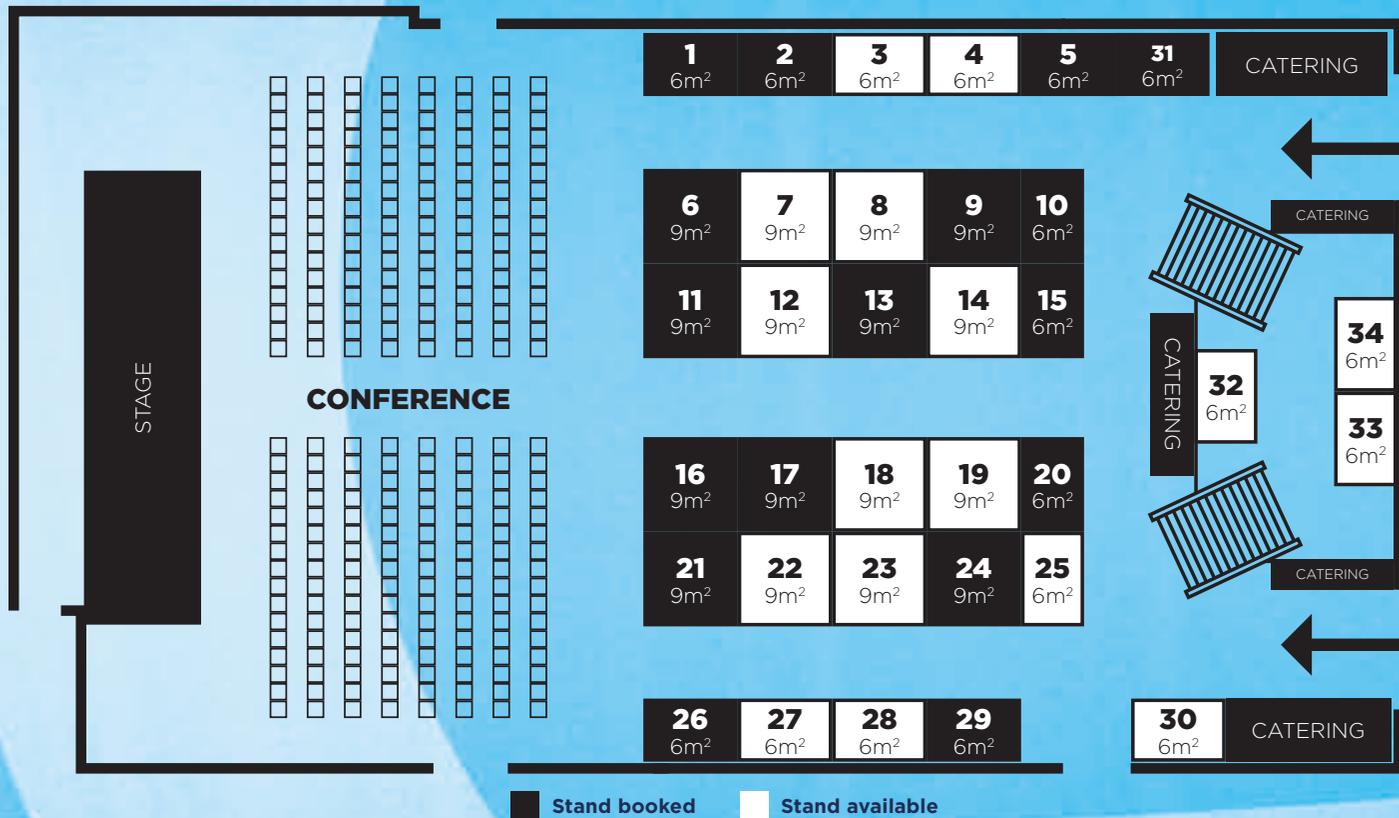


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## NATS appoints new Director of International Strategy

NATS has appointed Jonathan Astill as its new Director of International Strategy. He succeeds Alastair Muir, who was recently announced as the new Operations Director of NATS' Prestwick centre, and will be responsible for delivering the company's global strategy.

Astill's primary duty will be oriented towards NATS' standing in Europe, and ensuring that they still play a prominent role in the Single European Sky Air Traffic Management Research programme (SESAR).

Astill has been with NATS for almost 23 years and has worked in a wide variety of roles, from air traffic controller to General Manager Area Control at NATS' Swanwick control centre.

On announcing the appointment, Martin Rolfe, Managing Director Operations, said: "I would like to congratulate Jonathan. His considerable experience both in NATS operations and across a number of key European and global initiatives made him the natural choice. I am certain that Jonathan will ensure NATS continues to have a strong voice on the world stage."

Astill added: "While I'll be sorry to leave the team at Swanwick, I am looking forward to this next challenge at a time when our international influence couldn't be more critical to the future of NATS."



NATS has appointed Jonathan Astill as its new Director of International Strategy.

## Edinburgh Airport appoints new Board member



Linda Urquhart OBE is the latest appointment to Edinburgh Airport's Board.

Linda Urquhart OBE is the latest appointment to Edinburgh Airport's Board. Urquhart brings a vast wealth of experience to the airport's Board, with a CV that includes two years as Chairman of Edinburgh law-firm Morton Fraser and 11 years as its Chief Executive.

Currently, Urquhart is also the Chairman of Investors in People Scotland, a Board member of the CBI and Scottish Enterprise, a non-executive director

of Scottish private bank Adam & Co and a member of the UK Commission for Education and Skills IIP Advisory Board and Edinburgh Business Forum.

In January 2012 Urquhart was awarded her OBE for services to business, and is an active member of the Prince's Trust Scotland Development Board and an Ambassador for Girlguiding UK.

Sir John Elvidge, Chairman of the Board at Edinburgh Airport, said: "We are delighted to have

Linda join the Board of Scotland's busiest airport. We firmly believe that an individual of her calibre will fit in extremely well and will be able to use her skills and experience to help guide the work of Edinburgh Airport. With such an illustrious career, working across a number of sectors, I am confident Linda will be able to provide us with the expert advice required to maintain and enhance the high standard of customer service we have and will continue to deliver."

## Gatwick renews Fire Service Water Pipes

Gatwick Airport has put safety at the forefront, renewing the pipes which supply fire fighters with water to combat blazes. This will ensure that the pipes are at optimum readiness.

Given the priority placed on safety at the UK's airports, great care is taken to make sure critical facilities are regularly checked and kept in good repair.

Lanes for Drains, Britain's largest independent drainage specialist, was brought in to complete the job by Principal Contractor Osborne, who recognised the need for specialists to address the job. The renewal involved fully restoring a total of 290m of cast iron piping running from a holding lagoon underneath the A23 motorway to a pumping station within the airport perimeter.

Because of the positioning of the pipes, minimal disruption to both those working at the airport and those within the area was of the highest priority. Lanes for Drains opted to use its trenchless 'no-dig' technique to prevent a full open-cut trench repair of the road.

Lanes for Drains engineers first used an advanced ROVER robotic crawler camera to conduct a high-resolution, colour CCTV survey of the pipes in question. Jetting engineers then used a high powered jet vacuumation tanker to clean the pipes. The pipes were then relined via the five fitted structural patches and 'hot cure lining' technique.

"The hot cure lining technique

was ideal because it's well suited to longer pipe runs and can accommodate the turns we were dealing with," said Lanes Reline Project Manager Jim Ward-

man. The pipes are lined with a continuous polyester sleeve, impregnated with resin. Once in place, the pipe is filled with hot water, which cures the resin

and creates a smooth, strong, structurally sound lining.

This renovation work has granted the pipes at Gatwick Airport an additional 30 years of life.



Lanes for Drains Reline team get to work inserting one of the two liners to give the pipes supplying water for the airport fire service an additional life span of 30 years.

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## Logistical masterplanning by RPS at Manchester Airport

RPS was recently appointed by M.A.G (Manchester Airports Group) to undertake the masterplanning and subsequent detailed design for a new logistics hub development at Manchester's Airport City Enterprise Zone.

As part of M.A.G's £650 million Airport City project, the RPS team focus has been on the 'World Logistics Hub' element – a 91.2 acre site located next to J6 of

the M56 motorway, adjacent to the existing airport freight area. The scheme will deliver up to 1.4 million square feet of new logistics space, plus new landscaping and natural habitat areas – creating over 1,800 jobs.

The new development will combine with the airport's existing cargo facilities to create a world-class logistics district, providing a full range of air-

to-road transfer, assembly and processing activities for freight forwarders and other logistics business – with easy access to the airport's apron, train station and the UK motorway network.

During the masterplanning and design process RPS was able to draw on significant expertise in the distribution and warehousing sector to create a masterplan that not only satisfied the require-

ments of M.A.G but also met express requirements of local industrial property agents.

After consultation with these agents, RPS specified a variety of potential unit sizes varying from 4,000ft<sup>2</sup> to 212,000ft<sup>2</sup> and through their knowledge and experience in the sector is now also exploring opportunities for end users on the site, designing layouts to suit their needs and as-

sisting M.A.G in securing tenants.

RPS also provided information and assisted the M.A.G planning team for the outline application – which was approved in November 2012.

In addition to this scheme at Manchester Airport, RPS has also been involved in similar projects across M.A.G's UK airport portfolio, including at East Midlands and Bournemouth airports.

## Newcastle International launches new website

Newcastle International Airport has launched its new website, to enthusiastic passenger feedback.

The fully redeveloped website, [www.newcastleairport.com](http://www.newcastleairport.com), is a cleaner, less cluttered online tool, designed so that passengers can navigate the site with ease. Compatibility with smartphones and tablets was a key priority in its development and over 40% of visitors have accessed the website via such devices.

The number of users logging onto the site is growing rapidly, and it is predicted that 1.65 million unique users will contribute to four million visits and 36 million page views every year.

"We've received comments about the improved navigation, look and feel so we're delighted. Our site traditionally has always been very popular with customers but we've now made it even easier for customers to prepare for their journey," explained David Laws, Chief Executive, Newcastle International.

"We wanted to simplify the information so it's in an easy-to-use format and also wanted to make the website visually appealing by using panoramic photography of the destinations served by our airline partners as well as vibrant images of the North East region. We think it shows a snapshot of some of the fantastic destinations we offer so we're very pleased with the overall look."

The new website, which was developed by Bedford and Newcas-

tle-based design agency Fivesite, alongside Stark Hartley Atkinson, is the latest in a series of digital successes for Newcastle Interna-

tional, following the growth of its Twitter feed to 16,000 followers and its regular high scores on engagement index ratios.



*Newcastle International Airport has launched its new website, which is compatible with smartphones and tablets.*



*Birmingham Airport has appointed Tom Screen as its new Aviation Strategy and Development Manager.*

## Birmingham Airport appoints new Aviation Strategy Specialist

Tom Screen has been appointed Birmingham Airport's new Aviation Strategy and Development Manager. Birmingham Airport hopes he will help in growing the airport's route and airline networks.

Screen joins from Thomson Airways where, since August 2008, he was the Manager of Aviation Planning. He will manage a team of two and report to the Aviation Development Director.

William Pearson, Aviation Development Director for Birmingham Airport, said: "I'm confident that Tom will be a great addition to the team and to the business as we strive to deliver growth at the airport and develop our route network."

Screen's key duties will include overseeing the generation of information to the business for budgeting and forecasting purposes, and identifying market opportunities as Birmingham Airport reaches out to more and more carriers.

Commenting on his appointment, Screen added: "I'm delighted to be given this new role at Birmingham Airport. The next few years will be exciting times for the company, with the runway extension and the development of a high-speed rail link to London. Birmingham is in a great position to forge ahead as a viable alternative airport for carriers looking to expand services into the UK, and I look forward to playing my part in that."

# Air Malta announces charter flights from Glasgow Airport

Commencing summer 2013, Air Malta, the Maltese flag carrier, will operate weekly chartered flights from Glasgow Airport to the small Mediterranean island nation.

Air Malta will be serving the country's only airport, Malta International, located just outside the nation's capital Valletta. Flights will operate every Tuesday from May until October.

Philip Saunders, Air Malta's Chief Commercial Officer, said: "Our strategy is to become the market leader for flights to Malta



*Commencing summer 2013, Air Malta will operate weekly chartered flights from Glasgow Airport to the small Mediterranean island nation.*

and our summer charter operation from Glasgow Airport allows us to cater for Scottish holidaymakers during the busiest months."

Francois Bourienne, Commercial Director, Glasgow Airport, added: "The arrival of Malta's flag carrier at Glasgow Airport this summer

is yet another welcome boost as we look to add new routes and capacity to meet demand from Scottish holidaymakers."

Air Malta offers a 20kg checked-in baggage allowance and a 10kg hand baggage allowance for each passenger, and flights are now on sale at [www.airmalta.com](http://www.airmalta.com).

# Safeskys wins RAF contract

UK bird control specialist Safeskys has announced it has been awarded a five-year contract for its services at three Royal Air Force airfields in Scotland.

RAF Leuchars in Fife is home to two squadrons of Typhoon fighter aircraft, a University Air Squadron and an Air Experience Flight.

RAF Lossiemouth in Morayshire is the home of two squadrons of Tornado GR4A bomber aircraft, the Tornado Operational Conversion Unit and a flight of Sea King Search and Rescue helicopters. RAF Kinloss, also in Morayshire, serves as a relief runway for emergencies and RAF training aircraft.

Safeskys, which provides Ground School Training to RAF Fast Jet Pilots on the Hawk aircraft plus Bird Control Services and Air Traffic Control Engineering to RAF & Army airfields, is celebrating its 20th birthday this year with a change

of logo and image refresh.

Since its foundation in 1993, Safeskys has provided services to 73 airports, and this year will offer ATC Services to Coventry, Gibraltar, Lydd and Wattisham following its approval by the Civil Aviation Authority (CAA) as an Air Navigation Service Provider (ANSP). This establishes Safeskys as a low-cost quality provider of CAA regulated airport services as well as providing the RAF & Army with support services. Safeskys is the only private company in the UK to receive this accreditation.



*Safeskys has been awarded a five-year contract for its services at three Royal Air Force airfields in Scotland.*

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**BUSINESS RATES APPEALS**

## Leeds Bradford celebrates ten years of Jet2.com service

It has been 10 years this month since low-cost airline Jet2.com began operating out of Leeds Bradford International Airport. An official presentation and celebration was held to commemorate the occasion.

In the decade since its inception, Jet2.com has transported over 30 million passengers to more than 50 locations across Europe. It was also announced that 2012 was Jet2.com's busiest year ever, with 4.25 million customers giving the airline even more reason to celebrate.

Tony Hallwood, Leeds Bradford Airport's Commercial Director, said: "LBA values the excellent relationship that we have with our largest based airline. We are delighted to celebrate this milestone anniversary."

Jet2.com celebrated the landmark in a fairly unconventional manner – by having crewmembers from the airline's inaugural flight reunite with one of its first passengers.

Ian Peacock, from York, bought a return ticket to Amsterdam for £60 on the first ever Jet2.com flight. He joined in celebrations as he boarded the anniversary Amsterdam flight, together with original cabin crew, Jamie Leggett and Justin Grant.

Peacock said: "I've flown regularly with Jet2.com since the first flight, though its hard to believe 10 years can go by so quickly. You can still get great airfares which, along with the increasing number of places to choose from, are the main reasons why I still choose to fly with Jet2.com."



Leeds Bradford Airport's Commercial Director, Tony Hallwood, presents Steve Heapy, Jet2.com's Chief Executive, with a glass globe plaque to mark the airline's tenth anniversary.

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## £10 million makeover for Glasgow ahead of Commonwealth Games

Glasgow Airport has announced a multi-million pound investment programme that will see it undergo a major makeover in preparation for the 2014 Commonwealth Games, which will be hosted in the city.

More than £10 million will be invested in refurbishing and enhancing key areas of the main terminal building, particularly international arrivals, which for many passengers will be the main gateway to the Games. The airport will also undergo brand development, and will unveil a new logo later in the year.

In the last two years, Glasgow Airport has spent in excess of £21 million to enhance the airport experience for the passenger, and this latest investment will ensure that airport is ready to play its part in what is to be the largest sporting and cultural event Scotland will have ever hosted.

Included within plans for the investment, which has been made in addition to an earlier £7 million spend, is the expansion and improvement of the international arrivals area and modernisations to the main check-in hall, while £1.5

million of the funding will be used to give a facelift to terminal toilet facilities.

A significant proportion of the investment will also be directed towards reconditioning of the airfield, to ensure a smooth and efficient operation. State-of-the-art, energy efficient LED lighting will also be installed in the airport's taxiways.

"The eyes of the world will fall on Glasgow during 2014 and we fully recognise the important role we have to play in helping deliver a successful and memorable Commonwealth Games," commented Amanda McMillan, Managing Director, Glasgow Airport. "We see ourselves as being the gateway to the Games, and not only will this significant investment ensure we continue to provide high quality facilities for passengers, it will help create a lasting legacy for Glasgow Airport and the city."

Work on the airport has been scheduled around its busy peak season, with detailed planning being carried out until May, and the main works programme beginning in October 2013 following the summer months.

## Scilly Isles Skybus increases summer schedule

The number of flights to the Isles of Scilly from Exeter is set to rise dramatically as Skybus launches its most frequent ever summer schedule. From the beginning of March, Skybus is increasing its movements from just one weekday service and two on Saturdays last year, to up to five flights a day, six days a week at the height of the summer season.

The new timetable will start with up to three flights a day operating between Exeter Airport and St Mary's, Isles of Scilly, from Monday to Saturday until 23 March, increasing to up to four a day from 25 March and then up to five a day from 25 May until 31 August, excluding Sundays.

Exeter Airport will also be offering discounted parking for Skybus passengers throughout the season. Flights from Exeter Airport to the Isles of Scilly take just 60 minutes, putting the islands within easy reach for passengers travelling from Devon, the wider South West or further afield.

Skybus is operated by the Isles of Scilly Steamship Company, which also owns and operates Land's End Airport. As part of a multi-million pound investment into its travel services this season, the Isles of Scilly Steamship Company will shortly take delivery of a fourth Twin Otter aircraft to add to its six-aircraft fleet, which will increase the company's capacity for flights to and from the Isles of Scilly from Exeter, Newquay and Land's End.

"Exeter is a key gateway to the Isles of Scilly and has proven to be an increasingly popular route for Skybus passengers, so we are launching our biggest ever summer schedule from Exeter," explained Jeff Marston, Chief Executive, Isles of Scilly



*Skybus' operator, the Isles of Scilly Steamship Company, has made multi-million pound investment in its services this season, including the purchase of a Twin Otter aircraft to add to its six-aircraft fleet.*

Steamship Company. "Our bookings for the summer season are significantly up on 2012 and our investment in an extra aircraft will give us more flexibility across our route network."

Matt Roach, Managing Director, Exeter Airport, added: "We are

delighted with such a significant expansion in Exeter's Isles of Scilly services. These flights have always been popular but this summer, with the greater capacity, we anticipate the highest number of passengers on the route in the airport's

75-year history. Many of our passengers will be reducing their road miles by departing from Exeter, but a significant number of travellers to the islands will also enjoy our connectivity and the flights linking to other parts of the UK and Europe."

## M.A.G. completes Stansted acquisition

M.A.G has announced the completion of its acquisition of Stansted Airport. As part of the transaction, Industry Funds Management (IFM) has taken a 35.5% equity interest in the enlarged group.

M.A.G has a detailed integration plan in place to ensure a seamless transition of ownership and operations at Stansted, which will maintain business as usual for passengers and customers.

Charlie Cornish, Chief Executive of M.A.G, said: "We're delighted to have added Stansted to our strong portfolio of UK airports. We aim to help fulfil its potential in the London market and bring more choice to its passengers in the years ahead. Today represents the achievement of a major strategic ambition for M.A.G and we look forward to working alongside staff, partners and stakeholders in ensuring the Group's success."

Christian Seymour, Head of Infrastructure, Europe at IFM, commented: "We are hugely pleased to complete the acquisition of our

stake in M.A.G and Stansted. It is a landmark acquisition for IFM, deepening our footprint in the UK, and is the culmination of 18 months' work developing a strong, long term partnership with M.A.G. We look forward to bringing our significant international expertise in the airport sector to the benefit of the Group."

The funds for the acquisition came from new equity raised from IFM, together with investment grade financing. All the existing shareholders' equity has been maintained in the Group.

Sir Richard Leese, Leader of Manchester City Council, and M.A.G shareholder, said: "M.A.G is a key driver of jobs and growth in the North of England and the acquisition of Stansted will help us deliver maximum value for Manchester City Council and the other local authority shareholders. A larger, stronger M.A.G will benefit the whole region, and we welcome confirmation that the acquisition has been completed."



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## Heathrow to receive £3bn in private-sector infrastructure investment

Heathrow Airport has announced that it is to be granted a further £3 billion in investment, bringing the total amount invested in Europe's busiest airport to £11 billion since 2003.

The investment will play a key part in the airport's 'Q6' plan – a period stretching from 2014 to 2019. It is also one of the largest private investments in the history of UK infrastructure.

Amongst these Q6 plans are the completion of Terminal 2 and its subsequent extension, a new integrated baggage system and new taxiways.

Colin Matthews, CEO, Heathrow Airport, said: "Heathrow is the UK's only hub airport and a strategically important national infrastructure asset. Heathrow faces stiff competition from other European hubs and we must continue to improve the service we offers passengers and airlines.

"We have invested billions of pounds in new facilities such as Terminal 5 in recent years and

passengers say they have noticed the difference. Our plan for a further £3 billion of private-sector investment will further improve the airport for passengers. The plan represents good value for money for airlines and passengers and comes at no cost to taxpayers."

The £11 billion invested since 2003 has seen a huge improvement in the overall quality of the Heathrow passenger experience – the proportion of passengers who rated their journey as 'very good' or 'excellent' increased from 48% to 72%.

This also saw the airport move from the bottom quartile of EU airports in customer satisfaction rankings to the top quartile. In 2012, Heathrow's Terminal 5 was voted the world's best airport terminal.

The 10 priority areas for the Q6 plans outlined by the airport will also include greater punctuality, increased airport connections, quieter aircraft and reduced pollution.



Heathrow Airport has announced that it is to be granted a further £3 billion in investment, which will play a key part in its 'Q6' plan – a period stretching from 2014 to 2019.

## Bournemouth Airport installs LED lighting

Bournemouth Airport has reduced its carpark lighting energy costs by 72% by switching to LED lighting.

209 lights have been fitted by British firm MHA Lighting in a major stride towards the airport's carbon-neutral goals.

The previous bulbs were 170 watts with ballast – the new P30 fittings are just 67 watts. With a lifespan of 18 years, the LED lights will reduce the airport's lighting energy consumption from 164,776Kw/h to just 46,137Kw/h.

Not only that, but the operating hours will be reduced from 12 to nine per day, courtesy of the new fittings' intelligent controls. This will result in an additional 25% reduction in energy costs.

The newly installed P30 fittings run maintenance-free for the

Bournemouth Airport has reduced its carpark lighting energy costs by 72% by switching to LED lighting.



duration of their 60,000-hour lifetime (which equates to seven years if they are switched on 24 hours a day, seven days a week). This provides additional savings of over £1,000 per annum, as no operational maintenance costs will be incurred.

Michael Twomey, Head of Technical Services at Bournemouth Airport, said: "Bournemouth Airport was one of the first airports in the UK to achieve carbon-neutral ground operations in 2012 and we are extremely proud

of our achievements to date. We continue to invest in low-carbon technology to minimise our carbon footprint as part of Manchester Airport Group's sustainability agenda for all its airports."

MHA Lighting Managing Director Tom Harrison added: "The P Lite's combination of 65 CRI and 5550 kelvin creates daylight during hours of darkness and will improve safety and security at the airport for both customers and staff by eradicating pockets of darkness."

## Luton Airport programme creates jobs for local young unemployed

Nine young people from the Luton area have been given jobs within the airport's resident organisations, including Starbucks, Dixons and OCS.

The jobs were awarded as part of the Prince's Trust programme to help young people get into work. This is of particular importance to Luton, where 16% of their young residents are unable to find regular work.

Terry Clark, 24, was fortunate enough to be offered a full-time position following his placement at DHL Aviation. The father of

three will work with the airport's incoming cargo. He said: "Moving from London to Luton in an effort to find work and provide for my family was one of the toughest decisions of my life. When I heard about the Prince's Trust 'Get into Airports' programme at London Luton Airport, I applied for a place straight away – it seemed like a fantastic opportunity to get some solid work experience under my belt. I found my work placement with the DHL Aviation Team hugely rewarding – even with all the night shifts! To then find out I had been offered a job with them was one of the best moments of my life. I now feel like a good role model for my children and am looking forward to the future."

Masooma Kazmi, also 24, was made redundant a year ago but now works in Luton Airport's Starbucks as a customer service assistant. "When I still couldn't find a job after a year of looking, I began to think that things would never change. I heard about the Prince's Trust 'Get into Airports'

programme during a visit to the Job Centre. I wasn't sure if it could help me but I felt I had nothing to lose," Kazmi said. "Thank to the programme, my confidence levels rocketed and I was thrilled to discover that I had secured a new job with Starbucks. I would encourage other unemployed young people out there to check it out."

This is the second time Luton Airport has collaborated with the Prince's Trust employment programme. Three of four people supported by the Trust will move into work, education or training.



As a part of a Prince's Trust programme to help young people get into work, Masooma Kazmi now works in Luton Airport's Starbucks as a customer service assistant.



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