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THE AIRPORT OPERATOR

The official magazine of the
Airport Operators Association

SUMMER 2014



Features

AOA Operations & Safety Conference report
Glasgow prepares to welcome Commonwealth Games
Edinburgh Airport: Opening Scotland up to the world

News

Newcastle Airport's £14 million departure lounge development
AOA Annual Dinner raised £10,500 for sight-saving charity Orbis
Vanderlande to install make-up carousel at Manchester

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*Ed Anderson, Chairman,
Airport Operators Association*



CHAIRMAN'S INTRODUCTION

■ Can I welcome readers to this summer edition of the Airport Operator. In the three months since the last edition, the AOA has been very busy campaigning on behalf of its membership and we were particularly pleased that the Chancellor's Budget speech included the announcement that he planned to assist long haul travel by abolishing the two furthest Air Passenger Duty (APD) Bands, Bands C and D, from April 2015. This represents a gross tax cut to the industry of around £200 million per annum. Whilst it is a relatively modest step, we welcome it and will now be pressing hard for an independent review of the impact of APD on the UK economy and also for further reductions in the remaining Bands A and B.

The AOA has recently published its latest policy position paper - What Next for Aviation Policy? It makes six key policy recommendations the AOA would like to see adopted by the Government and Opposition parties in their respective general election manifestos. These are firstly to support growth in our sector through the Aviation Policy Framework and Sir Howard Davies' Airports Commission; secondly, to review and cut further all levels of Air Passenger Duty; thirdly to incentivise the take-up of sustainable aviation fuels, to help enable ever more sustainable aviation; fourthly, to improve surface access, by both rail and road, to airports through a single national transport strategy; fifthly, to speed up planning

by setting clear land-use policies within noise contours, curtailing the building of housing and other noise sensitive buildings around airports so that fewer people in future live in areas where there is aircraft noise; and finally, to align UK security requirements with the nature of threats. These 'asks' will form the basis of our campaigning and PR work between now and the General Election on 7 May 2015.

Last month saw the publication of a new report - Airports in the Community - which sets out all the positive work airports across the UK are doing to contribute to their local communities - you can find the report on the AOA website, at www.aoa.org.uk. It highlights the ways in which airports help

people secure jobs and start their own businesses; raise money for local charities and community groups; and work with children and young people to facilitate learning and make it easier for them to make the transition from education to employment. The document will be used as another lobbying tool as we seek to persuade politicians and civil servants that aviation is a force for good in this country and should be allowed to grow sustainably in future years.

These reports, and our success with APD, are just some examples of the work that AOA is undertaking on behalf of members to ensure that our sector can prosper into the future, irrespective of the result of the next Election.



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AOA ANNUAL DINNER

On 4 March, close to 1,000 of the most influential players in the aviation industry convened at the Grosvenor House Hotel for this year's AOA Annual Dinner. The dinner took place at a time when the interests of the industry and the Government are arguably more closely aligned than ever, and Parliamentary Under-Secretary of State for Aviation Robert Goodwill MP explained that aviation's sustainable growth is an opportunity that the two must "seize together".

It has been, explained AOA Chairman Ed Anderson at this year's AOA Annual Dinner, 80 years since the very first meeting of Airport Operators – the alliance of airport managers that would be the forerunner of the AOA. He joked that the debate of the future of aviation seemed to have gone on nearly as long, but established that discussion has moved forward in recent years from questioning whether aviation should be allowed to grow, to "vigorous debate" over where and when that growth should take place. He spoke of the positive language increasingly being used by the Government on aviation, and said that the AOA welcomed the encouraging Aviation Policy Framework published last March, and also the December release of the Airports Commission's

Interim Report. "The Commission has recognised that the UK is reaching the limit of what can be achieved within its existing airport infrastructure and it highlights the very significant cost to the wider economy of failing to address the demand for growth," he said.



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01 Over 800 of the most influential players in the aviation industry convened at the Grosvenor House Hotel for this year's AOA Annual Dinner, where comedy from Dara Ó Briain and a charity draw raising £10,500 for Orbis were preceded by stimulating industry addresses.



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In his address to the almost 1,000 industry players who gathered at the Grosvenor House Hotel, Anderson did, however, vocalise the industry's ongoing concerns towards the UK's Air Passenger Duty (APD). "My message to all politicians here is this. We're very keen to work with you in contribution to this country's future prosperity and we are determined to create a truly sustainable aviation industry. In return, my dream is that long before the AOA reaches its 100th anniversary we may have a positive Aviation Policy Framework; we may have the airport capacity that enables the UK to be the aviation world leader once again; that there be no more passing of cost from Government to our industry and, if we're talking about my wildest dreams,

let's have an end to APD long before we celebrate our 100th birthday," he said. "It is crucial that we enter this period united in our determination to secure the most favourable policy framework that will enable our industry to prosper and grow for the benefit of the UK economy."

GROWING THE INDUSTRY TOGETHER

There was fervent discussion of the industry's future at the dinner, where guests also enjoyed entertainment from comedian Dara Ó Briain, and raised more than £10,500 in a draw for flying eye hospital Orbis. The evening's highlight was a rousing address by Parliamentary Under-Secretary of State for Aviation Robert Goodwill MP, who commented on the aviation industry's "instrumental" role in the UK's economic recovery. "I actually think that airports are not credited enough when we talk about grass roots economic growth," he said. "What we have to do as a Government is keep this recovery on track and do what we can to allow airports to flourish."

He explained enhancing surface transport would be a crucial factor in this, and that the Government was dedicated to boosting Britain's transport infrastructure by investing

tens of millions of pounds in rail. "We're also considering our response to the Commission's packages of short-term measures to improve airport capacity by making better use of our existing infrastructure, and will respond to them later in the spring," he said.

"There is every reason to feel confident about the future. Links between airports and the rest of the transport network are improving; you are diversifying as businesses; and the Airports Commission will help us agree to the best long-term plan to protect our status as a globally leading hub. As our economic recovery speeds up we have a great opportunity to build a foundation for sustainable aviation growth, and that's an opportunity we must seize together," Goodwill said.



03

03 "If we're talking about my wildest dreams, let's have an end to APD long before we celebrate our 100th birthday," said Ed Anderson, AOA Chairman. "It is crucial that we enter this period united in our determination to secure the most favourable policy framework that will enable our industry to prosper and grow for the benefit of the UK economy."

02 "I actually think that airports are not credited enough when we talk about grass roots economic growth," said Parliamentary Under-Secretary of State for Aviation Robert Goodwill MP. "The influence that you have in stimulating investment, enterprise and jobs, and the difference that that makes to people's lives – you're not just transport hubs, you're employment hubs and business hubs. You're a driving force for economic growth right across Britain."



AOA Chairman Ed Anderson opened the conference. With less than a year until the next general election, there is much on the agenda and Anderson explained that AOA feels progress has been made in getting government to recognise the importance of the contribution aviation makes to the UK economy – some £8 billion a year. He added that AOA “would like to see a commitment to growth and a commitment to implement the recommendations of the Davies Commission”. “We welcome the reduction in Bands C and D of APD – we would like to see more. We would like to see incentives for the take-up of sustainable aviation fuels. We want to see clear land use planning policies; and we want to see an alignment of security requirements with the nature of threats.”



Andrew Haines, Chief Executive, CAA, commented that “the relationship between aerodrome management and regulators is pretty good, but more could be done. I think our relationship, our regulation, is by no means broken, but it can certainly be improved upon.” CAA is intent on being a leading partner of EASA as it embarks on the course of Performance Based Regulation. “It means that regulation has to be proportionate and targeted, so must be informed by meaningful data on risks. It ought then to lead to better safety. Performance Based Regulation is the single biggest project CAA wants to undertake,” Haines said. Commenting on Future Airspace Strategy, he added that aviation capacity issues are not all about runways, “we have to make sure airspace is fit for purpose as well”.

AOA OPERATIONS & SAFETY CONFERENCE

OULTON HALL, LEEDS, 23-24 JUNE

The annual AOA Operations & Safety Conference, sponsored by Eagle Airfield, attracted around 100 attendees from across the broad spectrum of relevant stakeholders. Seven highly informative sessions focused on a range of prescient topics, including CAA Ops & Safety restructure and priorities; Modernising Airspace; Fuel Supply Integrity; Sustainable Aviation and Airports; Performance Based Oversight; Volcanic Ash Forecasts & Weather Impact on Airports; and Emergency Planning. Ross Falconer was in attendance.

PHOTOS © James Basire (www.jamesbasire.com)



Andy Shand, NATS General Manager, Customer Affairs/CAA Future Airspace Strategy Industry Implementation Group Member, explained that significant progress has been made on Future Airspace Strategy (FAS) in the last year. FAS was published in 2011 and sets out the UK's ambition to modernise the airspace system in line with the goals of SES II and SESAR. “In 2013, FAS entered the Deployment Phase. To support that, we introduced a revised structure. There is a FAS Deployment Steering Group, and three working groups underneath that,” Shand said. He also commented on areas including Airspace Redesign and Performance Based Navigation; Enhanced Route Spacing and SID Divergence Standards, which are due in March 2015; London Airspace Redesign; and Approach with Vertical Guidance.



Jonathon Counsell, Sustainable Aviation Chair, Head of Environment, British Airways, explained that Sustainable Aviation has analysed how the industry can achieve its target of halving CO₂ emissions by 2050, compared with 2005 levels. It is committed to aircraft innovation and to sustainable fuels, and last year launched its Noise Road-Map. “The surprising result, particularly for government, was that despite traffic doubling by 2050, noise will not increase,” Counsell commented. Meanwhile, the Continuous Descent Campaign was launched on 1 July, highlighting the fuel and noise benefits of Continuous Descent Approaches. “We’re looking for a 5% improvement, which will save 10,000 tonnes of CO₂, mean 30,000 quieter arrivals, and fuel savings of £2 million per year. We just ask you to engage with that programme,” Counsell said.



Dr Anthony Kitson-Smith, Aviation Fuels Product & Quality Advisor, focused on supply integrity, and highlighted major supply challenges in the UK such as the Buncefield Oil Terminal disaster on 6 December 2005, with Buncefield accounting for approximately 50% of supply to Heathrow Airport. “It had a noticeable supply impact for six years,” Kitson-Smith said. In terms of shipping jet fuel, he explained that the choice of vessel is critically important; meanwhile, for marine receipts, discharge approval, documentation and traceability are required. “Fuel suppliers have a requirement to engage and develop a supply contingency plan with airport operators,” Kitson-Smith added.

What is at the end of your runway? Potential disaster?



The remains of Air France Flight 358 having overrun the RESA at Toronto Pearson Airport

Photograph: Paul Cardin

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Jon Round, Programme Manager, CAA, spoke about Performance Based Regulation transformation. At the heart of that was reorganisation of the Safety and Airspace Regulation Group (SARG). Round then talked about the essentials of Performance Based Oversight. A key message he delivered was: "We are not dropping compliance. What's important to me is we talk about the most relevant issues between us." On the transformation programme, he added: "We need to concentrate our resources and efforts where they will have the greatest effect, to get better at identifying emerging risks, and put the right amount of effort into each risk, or reduce effort where the risk is less. The Enhancing Safety Performance transformation programme will deliver the capabilities we need to achieve this."



Graeme Ritchie, Manager Aerodromes, Airspace, ATM & Aerodromes, CAA, described the Performance Based Oversight rollout plan, and the two-year deployment schedule. Looking ahead, he said this time next year will see the beginnings of PBO based on performance and complexity. "Remember, this builds on the regulatory compliance obligation," Ritchie stated. He added that value for the industry includes a joined up regulator, a focus on substantive risks versus merely compliance, sharing of best practice, and the ability to see and share sector trends, while a focus on poor performing organisations will improve safety in the UK oversight regime more tailored to the organisation's complexity and performance.



Ian Cameron, Executive Head of Aviation Business, Met Office, delivered a presentation entitled: Volcanic Ash – developments since 2010. His detailed address included topics such as the London Volcanic Ash Advisory Centre (VAAC), lessons learned since 2010, and improved volcanic ash modelling. He explained that the Met Office will ensure that any volcanic ash eruptions are monitored and forecasts of ash movement are issued. The Met Office will utilise dispersal models, and will communicate this information to all airspace users. "But it is operators that determine safe operations in contaminated airspace through their Safety Risk Assessments," Cameron said.



Jerry Barkley, Airfield Compliance Manager, London Gatwick, spoke about the flooding which impacted on the airport on 23 and 24 December 2013. This resulted in loss of power to the North Terminal, meaning 50% of airport capacity was impacted. Road and rail services were also severely affected by the weather; 36% of Gatwick's passengers use the rail network. Gatwick had invested £20 million in flood prevention measures, which prevented further problems and protected the South Terminal. "Going forward, we are improving our resilience to adverse weather events, and are developing joint contingency plans with the airlines," Barkley commented.



Ian Witter, Head of Airside Policy & Standards, London Heathrow, spoke about the incident last summer in which there was a fire on a parked Ethiopian Airlines 787. He explained that due to the aircraft's location, right next to the airport fire station, the fire service was in attendance immediately, but with limited resources due to two almost simultaneous incidents – a reported cargo fire on a Pakistan International Airlines 777, which was found to be gas from rotten fruit; and smoke issuing from the port undercarriage of a Virgin Atlantic A340. The cause of the 787 fire was found to be faulty wiring in the Emergency Location Transmitter.



John Haney, Operations, Safety & Events Director, AOA, delivered the conference closing remarks. He highlighted AOA's collaborative role in Sustainable Aviation, and explained that AOA will continue to work with regulators and governments to improve the passenger experience. Haney also looked forward to the next major event – the AOA Annual Conference & Exhibition at the London Hilton Metropole, 10-11 November.

AIRPORTS CAN HAVE CONFIDENCE IN AVIAN SAFE

Wildlife poses a serious threat to aviation safety. Even minor damage to modern aircraft from a wildlife strike can lead to significant costs, delays, loss of passenger confidence and at worst, the loss of life.

to airfield services by merging Habitat and Wildlife Management Units with other departments. Without the correct training and support this can lead to indifference to the problem, complacency, false economy and, moreover, accidents.

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Bird strike damage to a single compressor blade will ground an aircraft, leading to both manpower and material costs and the negative and financial impact of taking aircraft out of service. This kind of damage could cost each commercial carrier an estimated £800,000 (US\$1,344,000) every year. Wildlife strike damage is not usually covered by hull or engine insurance thus directly affecting airline profits.

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WINTER EQUIPMENT INNOVATION

Eagle Airfield Equipment and Øveraasen were present at the recent AOA Operations & Safety Conference, showcasing their winter equipment capabilities. The two companies have a successful longstanding relationship, with Eagle Airfield Equipment representing Øveraasen in the UK.

The two companies were presenting Øveraasen's latest equipment - the new Performance Line. Stein Erik Pettersen, Key Account Manager, Øveraasen, explained that the line consists of the

RS 200 and RS 400 runway sweepers, the RSC 250 compact sweeper and the TV 1000 high capacity blower. "The new products have been designed according to the latest requirements in respect to emission standards. Their futuristic and aerodynamic design is combined with well-functioning, reliable and proven components," he said.

Eagle Airfield Equipment is now looking to introduce this new equipment to the UK market. Always innovating, another major project the company recently completed

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Arthur Peake, Director, Eagle Airfield Equipment (right), told Airport Operator's Ross Falconer that the company is looking to introduce Øveraasen's new Performance Line to the UK market.



at Gatwick Airport was to take an Øveraasen EP 6 snow plough and attach it to the front of a John Deere tractor, with a small Holms brush unit on the back. Arthur Peake, Director, Eagle Airfield Equipment, commented that 20 of these have been supplied to Gatwick for use

on the airport's aprons, and they should be fully in use this winter. "Once they have been in use this winter, we will refer customers to go down and look and see if the equipment suits their needs - each airport is different, and it depends on their individual requirements," he added. Another string

to Eagle Airfield's bow is supplying second hand equipment to smaller airports. It currently has two hired machines in use at Exeter and Biggin Hill airports. Meanwhile, over the last 10 years, Eagle Airfield has refurbished the entire Highlands & Islands Airports fleet.



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Stein Erik Pettersen, Key Account Manager, Øveraasen (right), explained that the new Performance Line consists of the RS 200 and RS 400 runway sweepers, the RSC 250 compact sweeper and the TV 1000 high capacity blower.



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GLASGOW AIRPORT TO SHOWCASE BEST OF SCOTLAND DURING SUMMER OF SPORT

The eyes of the world will be on the city of Glasgow this summer, when it hosts the Commonwealth Games. The airport will, of course, provide the important first and last impression for Games visitors and has invested £17 million in physical improvements to the terminal, while also creating a real sense of place. The airport's Managing Director Amanda McMillan told Ross Falconer about the myriad developments that are creating a truly exceptional passenger experience.

The best of Scotland will be on show at Glasgow Airport this summer. The whole passenger journey will be punctuated with a sense of theatre and an element of 'Scottishness'. Indeed, it is a real summer of sport for Glasgow; the Commonwealth Games and a Diamond League athletics meeting in July are followed by the Ryder Cup at Gleneagles in September. During the period of the Commonwealth Games, which kicks off on 23 July, the airport will welcome 6,500 members of the Games family and 4,000 from the media.

The second phase of the airport's extensive £17 million investment programme is transforming large areas of the terminal ahead of the Commonwealth Games. The works include extension of the international arrivals area, the addition of new seating, and the landscaping of a new public space at the front of

the terminal building. Other aspects of the refurbishment include new flooring in the airport's domestic pier, the installation of new heating and ventilation systems, and general improvements to the airport's road network and airfield.

After just a few minutes in conversation with Amanda McMillan, Managing Director of Glasgow Airport, her enthusiasm for the airport's role in creating a memorable experience shines through. "The main passenger areas have undergone a significant refresh, and we've timed our investment to provide the right backdrop for passengers coming through the gateway to the Games," she commented. "Over and above the physical environment, at the heart of our efforts is the customer service strategy. We've always had airport ambassadors and a one-campus culture across the airport, with a simple ethos of 'never

walk by', meaning everybody is involved in delivering a memorable experience. Added to that this year is a volunteer programme, augmenting what is already an impassioned customer service experience."

'BEST OF SCOTLAND'

Glasgow Airport holds a 'best of Scotland' event each August and has extended that this summer. Passengers will be able to watch the sporting events in a dedicated fan zone, while all of the retailers are participating in 'best of Scotland', so there will be food and whisky tastings, as well as music including a live performance from the Royal Scottish National Orchestra.

The sense of place incorporates various elements, ranging from the use of natural products indigenous to Scotland during the investment programme, through to warm Scottish welcomes and fond farewells featuring Scottish music and



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Amanda McMillan, Managing Director, Glasgow Airport: "The main passenger areas have undergone a significant refresh, and we've timed our investment to provide the right backdrop for passengers coming through the gateway to the Commonwealth Games."

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Clyde, the Commonwealth Games mascot, will be a regular visitor around the Games period.



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other elements of theatre. The airport's dedicated Games team will be onsite from 8 July – two weeks before the start of the event.

"Over the course of the whole two months, we've essentially got fun and theatre going on in the terminal, which we think will add to that backdrop of physical changes in the airport and the great sense of service that we have across our team, so we're very excited about what we've put together as a package," McMillan enthused.

She speaks with pride about the efforts the airport staff have made in their meticulous planning, dedication, and desire to "showcase their airport and their city in the best light possible".

"A real positive for me would be that the airport community here feels a real part of the Commonwealth Games, feels that they've played a role in making history in Glasgow,

and that they've done that with style," McMillan added.

Glasgow Airport is certainly one of the trailblazers in terms of putting the customer at the

heart of the airport experience. It was the first UK airport to introduce an iPad Feedback Station, which passengers can use to share their views in real time. So, while the airport

is delivering compliance and service, it is doing so in a way that is friendly and engaging. It is a subject McMillan is clearly passionate about, with every organisation on-airport encouraged to have a common set of values and principles in the way they handle passengers. While technology, such as the iPad Feedback Station, is an important enhancement to the passenger experience, McMillan is a fervent believer in the importance of face-to-face interaction. "Technology is a great way to obtain passenger feedback in real time," she explained. "So we don't just use the iPad to pat ourselves on the back at the end of the month, we use the iPad to be able to go and respond in the moment. Very often we will be able to go down to a boarding gate and talk to a passenger who has reached out to us. So, for me, technology is an enabler for airports to get better at the personal touch. It's part of our DNA now – we're intent on maintaining excellent standards of service and pushing to deliver a really efficient process for

the passenger. Certainly this summer we're absolutely intent on showcasing our capabilities."

ENHANCING CONNECTIVITY

The developments taking place ahead of this summer of sport are set against a backdrop of growing traffic. Glasgow Airport welcomed 7.4 million passengers last year (+2.9% year-on-year), making 2013 its busiest year since 2008. Meanwhile, the latest available figures for May show that the airport handled 693,000 passengers – a 4.3% rise year-on-year. Domestic traffic grew by 1.6% and international traffic by 6.9%. Growth was primarily driven by Thomson, Lufthansa and KLM adding capacity on European routes, while Jet2.com's fifth based aircraft also began operating during May. Virgin Atlantic and US Airways added capacity on their North American routes, and demand for flights to London continues to drive domestic growth. Other exciting developments during the month included US Airways celebrating the 10th anniversary of its popular Philadelphia service, while



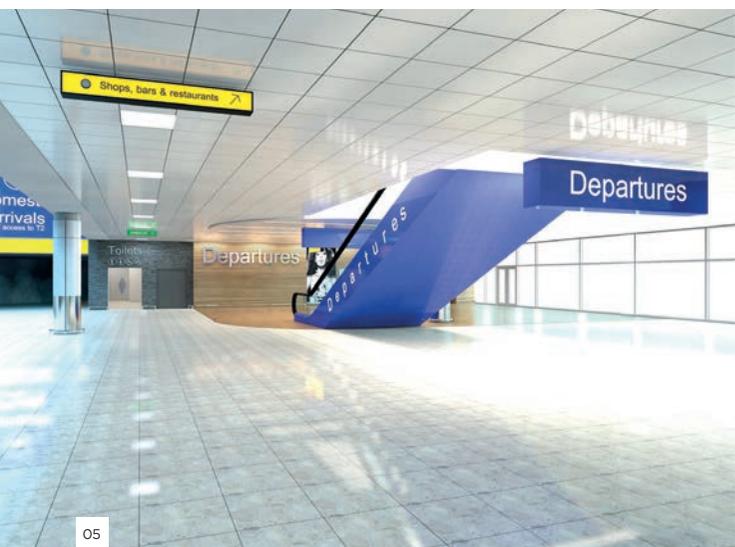
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David Grevemberg, Glasgow 2014 Chief Executive; Amanda McMillan, Managing Director, Glasgow Airport; and Humza Yousaf, Minister for External Affairs and International Development.

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The second phase of Glasgow Airport's extensive £17 million investment programme is transforming large areas of the terminal ahead of the Commonwealth Games. The works include extension of the international arrivals area.



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Thomas Cook announced a new weekly Las Vegas flight for summer 2015, and Icelandair added additional capacity in September to cater for a rise in demand around the Ryder Cup.

Commenting on Glasgow Airport's route development strategy, McMillan said: "Further development of the North American market is definitely on our agenda, as is strengthening our hub connections, which we recognise provide passengers with real flexibility and multiple travel options, so are a big strength for us. The area that we still want to push harder on is our European connectivity, and ensuring we have as many point-to-point European destinations as we possibly can."

With 30 airlines serving more than 100 destinations worldwide, including Canada, the US, the Caribbean, Europe, North Africa and the Gulf, Glasgow is Scotland's principal long-haul airport. Over the course of the last decade, Emirates has established itself as Scotland's leading long-haul airline and marked its 10-year partnership with Glasgow Airport by operating a one-off A380 service in April, making Glasgow the first Scottish airport to welcome

the aircraft. The airport has worked hard with Emirates to ensure the success of the Dubai service, which has provided a significant boost to Glasgow's global competitiveness and has been a major step forward in forging greater business links and increasing visitor access from the likes of China, India and Australia.

In addition to being Scotland's largest charter hub, Glasgow Airport serves more Scottish destinations than any other airport and is a key component of Scotland's transport



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infrastructure. The airport supports over 7,300 jobs across Scotland and makes the largest contribution of any airport to Scotland's economy, generating hundreds of millions of pounds. "Because Glasgow is not the capital city, people sometimes don't appreciate that it's the biggest city in Scotland, so not surprisingly it does significantly drive Scotland's economy," McMillan commented. "If you look at the big sectors within Glasgow, including engineering, renewables, and life sciences, they're all air intensive sectors,

so the airport plays an increasing role in developing the economy of the west of Scotland."

Meanwhile, alongside these existing sectors of strength, the connectivity that airports provide is also vital to attracting inward investment.

2014 is a momentous year for Glasgow, featuring the biggest sporting event in Scotland's history, and the airport is clearly relishing its role in showcasing the best of the city and of Scotland. The terminal enhancements

and focus on the customer experience are indicative of Glasgow Airport's progressive strategy. So what would constitute a successful Commonwealth Games period for the airport? "I'd say a real legacy effect on the airport team and them recognising that they stepped up and showcased themselves and Glasgow strongly, that we get a pat on the back from people who used the airport during the Games, and that we get a legacy benefit in our route development," McMillan concluded.



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The multi-million investment programme in advance of the Commonwealth Games provides a fantastic refurbishment of the check-in hall.

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Over the course of the last decade, Emirates has established itself as Scotland's leading long-haul airline and marked its 10-year partnership with Glasgow Airport by operating a one-off A380 service in April, making Glasgow the first Scottish airport to welcome the aircraft.

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Glasgow Airport is passionate about delivering an exceptional passenger experience. Its customer service strategy is at the heart of its efforts, and there is a one-campus culture across the airport, with a simple ethos of 'never walk by'.



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“It’s so important for every airport to leave an impression with its customers that it is efficient, that it is convenient, and of the right quality,” stressed Edinburgh Airport’s John Watson. The Chief Commercial Officer of Scotland’s principal gateway is commenting on the airport’s approach to what is expected to be an abundantly busy summer season, with two major international sporting events taking place in Scotland this year. “With the coming of the Commonwealth Games, and particularly the Ryder Cup, the eyes of the world are upon us,” he said, “which is something we are actually very grateful for.” The two tournaments alone will drive hundreds of thousands of visitors to Edinburgh, providing the airport with the welcome opportunity to do what it does best – deliver an unparalleled experience to its passengers.

“Edinburgh plays host to the largest annual ticketed event in the world – the Edinburgh Festival Fringe [the third largest overall after the four-yearly Olympics and World Cup] – so dealing with large amounts of international passengers at all times of day is something we’re used to doing. But just because we do it often certainly doesn’t mean we rest on our laurels,” Watson said. “In fact, the team at the airport really loves to rise to the challenge. We can see an increase in our passenger traffic by a factor of two or three during these events, but the buzz and the energy of the team and their passion for delivering excellent customer service means they put our infrastructure to fantastic use and make it happen.”

The airport has experienced strong and sustainable growth since 2012 – with a 6.3% increase in throughput in 2013 seeing almost 9.8 million



passengers pass through its doors – and forecasts for this year and beyond show that numbers will continue to climb. Latest figures show a 5.3% year-on-year rise in international traffic for May, thanks to the growing strength of the airport’s global connectivity. A number of its indirect flights have been replaced by direct connections, and the airport’s route network is flourishing – the result of a commitment to improve connectivity for its passengers and, in doing so, make Edinburgh more accessible to the rest of the world. “The great thing about Edinburgh is it’s an inbound destination as well as an outbound airport,” Watson explained. “We’re five million people in Scotland and we have a lot of regular travellers that use the airport, but the rest of the world is seven billion, and now it’s much easier for them to come and see everything that Edinburgh has to offer.”

INBOUND DESTINATION, OUTBOUND AIRPORT

The airport and its team are committed to showcasing

OPENING SCOTLAND UP TO THE WORLD

Edinburgh Airport and its team are committed to showcasing Scotland as a “best nation”, and with the Ryder Cup and Commonwealth Games drawing crowds to the city this summer, it is embracing the opportunity to show visitors everything the Scottish capital and its gateway have to offer. Chief Commercial Officer John Watson explained the airport’s passion for its passengers to Amy Hanna.

Scotland as a “best nation” for the burgeoning number of international passengers arriving from a growing array of countries, and its well-honed airline business strategy has seen airlines enticed by the tourist-favoured city’s many market drivers – “it’s a great destination and we have repeat customers – our passengers on average travel out of Edinburgh Airport six times a year, so it’s a well travelled, repeated customer

base,” Watson stated. A series of important new routes has been established in recent months, including a non-stop service to Chicago O’Hare with United Airlines, a direct link to Philadelphia on US Airways, and the first non-stop flight between Edinburgh and Doha, five-times weekly with Qatar Airways. “They provide fabulous connectivity, and the airlines that are operating them have huge channels to market in their home cities, so the US carriers are bringing

in a lot of US citizens who are travelling through the major hubs of Chicago and Philadelphia, and it’s the same with Qatar Airways through Doha,” Watson continued. “It makes a fantastic difference to our connectivity and because we’ve brought such routes to market a lot of the traffic is inbound to Edinburgh, which demonstrates something we’ve known for a while – if we make it easier for people to travel to Edinburgh it’s a place they want to come to.”

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A series of important new routes has been established in recent months, including a non-stop service to Chicago O’Hare with United Airlines, a direct link to Philadelphia on US Airways, and the first non-stop flight between Edinburgh and Doha, five-times weekly with Qatar Airways.

These international visitors are also amplifying the vital economic influence of the airport on the city, Watson explained. "There is a direct correlation between the growth at Edinburgh Airport and the economic growth of Edinburgh – and Scotland – because the level of inbound traffic to the UK is high," he said. As the airport has grown over the last two years, the city of Edinburgh's visitor numbers have escalated – and equally important is the fact that those visitors are travelling from further afield. "They're coming from the stronger economies, with larger populations. Now if you've got a large population who are wealthy and they've

got money to spend and they visit Edinburgh, it gets a greater worth of economic development," Watson established. "The passengers we're bringing in are much more likely to spend when they're here."

The airport is continuing to target transatlantic routes, as well as exploring ways of increasing connectivity to the far east, through direct routes or, most likely in the short-term, by increasing capacity to major Middle East hubs. Over the next two years, it is also turning its attention to an area it hasn't traditionally focused on – providing greater choice for holiday traffic



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John Watson, Chief Commercial Officer, Edinburgh Airport: "I think the excitement from our team is what makes the business. It's the culture of Edinburgh Airport. We've got a team that is absolutely committed to customer service, and the passenger is at the heart of that." Rachel Bell is Customer Service Manager and Leader of Passenger Commitments.

to its Edinburgh passenger base. "We see a lot of our passengers having to cross the country to Glasgow Airport, which has been a historic stronghold for chartered holiday traffic, but we'd like to give our passenger base – the customers who are closest to Edinburgh – the choice of Edinburgh Airport," Watson commented.

'GROWTH BY CHOICE'

Edinburgh Airport's strategy for creating an exceptional journey for its passengers is one of three prongs. "The first," Watson described, "is 'Growth by choice'. We aim to provide all the choices the range of passengers we serve want. Give them what they want, they'll be happy and they'll spend money, and we can invest that back in our infrastructure," he said. The second is 'Quality' – which it fulfils by yearly driving up, and exceeding, its quality standards, and the third, 'Efficiency', ensures the staff using its state-of-the-art assets are motivated to use them to full effect – "it's the right processes, the right procedures, the right culture and the right

level of support from senior management," Watson said.

To ensure that it has the facilities to process its booming number of passengers efficiently, the airport has committed to £150 million of investment over the next five years, including in the Edinburgh Airport Security Terminal – or EAST – Expansion, an additional security area that will enable the airport to process 1,200 passengers per hour (around 1,000 more than the current airport average). "What that means for passengers is that they shouldn't experience queues, because when they arrive, they should pass through security so quickly and so efficiently that they don't stop they just keep walking through," explained Watson. The first phase of the EAST Expansion will open in October, and as development continues until next spring, it will bring new commercial areas, and also better facilities for airlines. A new extension also leads directly into the recently opened airport-city centre tram station, as well

as bus, car rental and taxi services, and pick up and drop off areas for passengers in cars, to make onward connectivity as physically smooth as possible.

The airport is also continuing to develop its check-in product, and has recently implemented a number of pilots in self bag-drop and remote check-in, with the intention of passengers being able to check-in and drop their bags without having to go to the check-in hall. "Passengers are responding really well to the way we are trialling this, and it's been quite interesting," Watson declared. "If you put in check-in kiosks, and allow passengers to operate and check-in their bags themselves, they tend not to focus on the busy areas, and instead seek out the quickest route to check-in. Passengers don't want to stand in a queue with everyone else, they want to operate at their own pace, so we give them a choice. Which is right in line with our strategy – it's all about that growth by choice, and that is where we want to focus our effort," he said.

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Aberdeen remains a key centre for oil and gas, and the energy and renewables industry. While 60% of its passengers are travelling on business, its leisure offer is also improving and giving the local community a wider choice of destinations from their home airport.

Following a record year in 2013, in which it handled 3.48 million passengers (up 3.79% year-on-year), Aberdeen Airport experienced a strong first quarter of 2014. The latest available figures for May show 6.7% growth to over 327,000 passengers, with increases in both the domestic and international markets.

“As Aberdeen is a key hub for a truly global industry, we know that the airport is the gateway for business travellers to reach their contacts and conduct their worldwide business. And in addition, these high-flying business professionals also want to fly from their local airport in pursuit of leisure breaks,” Carol Benzie, Managing Director, Aberdeen Airport, explained.

She is passionate about route development, highlighting several key business routes that the airport feels would add value to its list of destinations. “The local business community would love to see a direct service to Houston, and possibly east Canada, again for the energy industry, and demand for Poland remains strong and unserved,” Benzie commented. “Our number one most requested destinations remain leisure routes such as Alicante and Malaga, although we were delighted to announce that Thomson Holidays is introducing Faro back into our leisure offer from 2015.”



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The airport works hard to maintain strong relationships with all of its airline partners, positively marketing all routes in the local community. It also works very closely with the team at VisitAberdeen; it is a collaborative approach that ensures the two organisations share all material that will assist in showing the world the truly vibrant and thriving offer in the region – castles, golf, whisky, fishing, beaches, food... and the list goes on. Indeed, the airport is looking forward to welcoming some of the world’s top golfers to the city, with the Scottish Open taking place at Royal Aberdeen Golf Club in July.

£13M REDEVELOPMENT

The £13 million terminal redevelopment will be complete by 2017, with enhancements including a larger lounge area, more retail opportunities, refreshed arrivals products with new

ABERDEEN TO BEGIN BIGGEST AIRPORT DEVELOPMENT FOR 35 YEARS

Aberdeen Airport is preparing to embark on its biggest change in decades with its significant £13 million terminal redevelopment plan. The project will totally alter the look and feel of the terminal, and follows strong growth in passenger numbers so far this year. The airport’s Managing Director Carol Benzie outlined her progressive strategy to Ross Falconer.

reclaim belts for both domestic and international passengers, and a state-of-the-art new security search area. The project will see the airside area significantly increased with security brought forward,

freeing up more space for new catering and shopping facilities. The British Airways and Servisair lounges will increase, with some of those customers being afforded exciting views across the

runway. The process to relocate security will itself result in a completely refurbished search area with new technology and more search lanes, all installed while meeting strict regulatory requirements.

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Carol Benzie, Managing Director, Aberdeen Airport: “We are all really excited that every area of the passenger journey through our airport will be expanded and enhanced. Until the extension is complete, we are focusing on improving the passenger experience via our customer service commitments.”

Benzie has worked on the project since its initial stages, and stated: "Make no mistake; we understand the need that exists. This terminal was opened in 1977 and what we are about to embark upon is the biggest change since that time."

Phase 1 of the works is out to tender and due to commence in September, with the main extension going out to tender in August and works commencing in February 2015. Benzie speaks eloquently about putting the passenger experience at the heart of the airport's strategy. "We are all really excited that every area of the passenger journey through our airport will be expanded and enhanced," she enthused. "Until the extension is complete, we are focusing on improving the passenger experience via our customer service commitments. We're also introducing new technology, such as our new CUSS machines, and automatic boarding gates are going in soon. Also, we



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are one of only a handful of airports offering unlimited free WiFi - very important for our large percentage of business passengers."

CRUCIAL CONNECTIVITY

Based on current forecasts, the development will provide the capacity for passenger growth up to

2028, as well as addressing the current constraints. The plans have been tested by independent consultants to ensure they are 'future-proof', but importantly were all based on feedback from passengers and the wider north-east community. Passenger numbers are expected to grow by 20% over the coming six years and the new layout and facilities have been designed around their needs.

Steve Harris, Chief Executive of VisitAberdeen, added: "The plans are a major step forward that will prepare the airport for the years to come. The airport is vital to us in that it creates the first and last impressions of the city for millions of our visitors each year. In addition, it provides the most crucial part of our connectivity to the rest of the world. Development enhances the opportunities for growth."

With the myriad developments taking place, 2014 is a challenging and exciting year for Aberdeen Airport. The enhancements will provide major benefits to passengers and will assist the region in maintaining its economic competitiveness. "Our business is growing. This region is growing. We are working on an ongoing basis to secure new routes, particularly leisure services, and to give our customers an airport that they can continue to be proud of. We are working closely with local developers to create an airport city concept that will have our airport at its heart. We are working and engaging with local authorities and government to drive forward the local infrastructure issues. There are a lot of good things going on just now which demonstrate that this part of the country really does punch above its weight," Benzie concluded.

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While 60% of Aberdeen Airport's passengers are travelling on business, its leisure offer is also improving and giving the local community a wider choice of destinations from their home airport.

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The £13 million terminal redevelopment will be complete by 2017, with enhancements including a larger lounge area, more retail opportunities, refreshed arrivals products with new reclaim belts for both domestic and international passengers, and a state-of-the-art new security search area.



Passenger Safety Improved by P4



Another UK airport has installed P4's M-Web self-testing emergency lighting monitoring system, acknowledged as the safest form of emergency lighting, as part of a recent £12m development programme. The equipment is installed within the new passenger security screening area and expanded departure lounge at Liverpool's John Lennon Airport (LJLA). The airport, one of the 10 busiest in the UK, chose the state of the art M-Web monitoring system from P4 as the most proven, reliable, cost effective and flexible self-testing computer addressable solution.

It was also chosen for its scope in reducing labour costs through its fully automatic self-testing capability, low maintenance and rapid fault identification. The consultant on the project was RPS Gregory, and the equipment was installed by Shepherd Engineering Services. "We were satisfied that it would provide us with the safest, fully compliant, inherently safe and convenient remote monitoring self testing system," says LJLA Engineering Manager Shaun McAteer.

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M-Web is an ideal system for large public and commercial buildings with its unique addressable locations, which identifies a faulty fitting immediately without having to sift through drawings and send technicians all over a large complex to locate it. "With simplified fault finding, the weekly function tests and the annual deep discharge battery test which are fully automatic, it enables our in-house team to run the maintenance operation very efficiently," explains Shaun McAteer.

LJLA can use leading self-testing emergency lighting company P4's Fastelink software in its M-Web to receive an individual report on the performance of each fitting, e.g. when it last did a self-test and the current status report.

Let P4 review your needs with its variety of systems. Visit our website or call and have one of our specialist engineers visit you and present our range of self testing products.



25 YEARS
OF INNOVATION IN
SAFETY



COLAS PROVIDING A SPECIALIST PLATFORM FOR REGIONAL AIRPORTS

Colas is an 'intelligent service provider' and has built a substantial reputation for innovation. Its work at Cardiff Airport, which was recently acquired by the Welsh Government, is a prime example of Colas' collaborative approach, and its capability of providing a specialist platform for regional airports. Peter Bamfield, Associate Director Airports, Asphalt and Projects, Colas, outlined the company's approach to Ross Falconer.



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The Colas business is built on pavement engineering and the introduction of innovations to the market, and this part of the business has been around for decades and is where the projects side of the business first originated.

A maintenance framework has tangible benefits for regional airport operators, assisting them in future-proofing their infrastructure assets. Peter Bamfield, Associate Director Airports, Asphalt and Projects, Colas, explained that long-term contracts facilitate a reliable service, guaranteeing that Colas can provide the right resource level and helping keep the continuity of the workforce.

Colas' maintenance work at Cardiff is very much a three-way collaborative arrangement also including British Airways Maintenance Cardiff, which is based at the airport. Through its longstanding relationships, Colas undertakes regular annual work packages for Cardiff Airport and also for Interserve on behalf of British Airways Maintenance Cardiff.

After just a few minutes in conversation with Bamfield, his enthusiasm for this collaborative approach shines through. "We have a relationship whereby we can jointly assess the scope and the required works, and then convert that into carrying out the works for them," he commented.

TRANSPARENCY AND OPEN DIALOGUE

Many of Colas' experienced maintenance team have been with the organisation for very many years, utilising their knowledge and expertise gained on projects around the country for different customers. They are experts in the field, and also install and apply Colas' own products. They also provide a report, whereby the team can make recommendations and work closely with the client and, significantly, this ensures transparency and an open dialogue. Integration and collaboration are key, and indeed it's not often that contractors such as Colas have the opportunity to provide this direct input to the client.

Airports, including Cardiff, obtain tangible benefits from this direct input. "I think this is very important; it gives the customer the confidence that they have a supply chain partner that can ultimately deliver, to sufficient quality, all the procedural arrangements that are required," Bamfield said. "This approach to annual inspections means we can highlight immediate and long-term maintenance requirements on the ground. The client then has a year-on-year picture built up over a period of long-term works. They can see if anything has changed, they get direct input and recommendations from ourselves, and they are able to react and fund accordingly." Additionally, for smaller airports, having that direct working relationship offers greater opportunities for innovation. Colas is backed by the International Colas Group and innovative pavement engineering is an integral part of its offering. This may include pavement recycling options, and cost and sustainability options linked to budget to provide realistic budget savings.

Colas tailors its offer to the needs of individual airports, with a focus on identifying the right solution for the client. "We emphasise those innovative solutions and designs that the client needs for their situation," Bamfield explained. "This can include a repave or some of the specialist repair products that Colas manufactures as well, such as Jointgrip IS, which is a repair product that we have for surfacing materials. It is a strong robust material that removes the need for wholesale surfacing repairs by providing a more localised repair system."

Ultimately, the key to a successful project is involving the client in a real collaborative process, giving them confidence in how they're structuring and allocating their funding. Colas is providing a one-stop suite of services at Cardiff, building relationships and allowing the airport to utilise a world-class set of service capabilities. There's an emphasis on creating long-term relationships and understanding each customer's unique requirements, and fundamentally it's all about getting the client involved and collaborating with them.



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Peter Bamfield, Associate Director Airports, Asphalt and Projects, Colas, explained that long-term contracts facilitate a reliable service, guaranteeing that Colas can provide the right resource level and helping keep the continuity of the workforce.

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Through its longstanding relationships, Colas undertakes regular annual work packages for Cardiff Airport and also British Airways Maintenance Cardiff, working on behalf of Interserve.

■ The GripTester Mk2 is currently being used daily at major airports all over the world and is well known for its easy to use, robust and repeatable nature.

Now its manufacturer, Edinburgh-based Findlay Irvine Ltd, has developed the Runway Alignment System, or RAS for short, which is proving to make the already popular GripTester Mk2 even more accurate and indispensable to runway operators around the globe.

The Runway Alignment System is an add-on to the GripTester Mk2 that utilises GPS technology to guide the user down a runway. Whereas continuous friction surveys in the past have been a two-man job and relied on line of sight and the competency of the driver, the Runway Alignment System accurately and easily controls all the procedures and uses visual and audible cues to guide the driver.

Guided by a display mounted on the dashboard of the towing vehicle, the Runway Alignment System ensures that the continuous friction surveys always measure friction in the same place, allowing for better repeatability and comparison.

This is good news for maintenance managers and airside operations when making decisions on areas that need rubber removal, repair due to a lack of friction, or are suffering from surface failure. As friction is a good indicator for surface performance, the GripTester Mk2 with Runway Alignment System can help cut costs by better focusing maintenance budgets, allowing significant potential savings.

“One of the main issues that our GripTester users were concerned about over the past few years has been how

ALIGNING RUNWAY FRICTION TESTING WITH ASSET MANAGEMENT

Friction testing of runways has become an essential tool in the armoury of maintenance and operations operatives in airports throughout the world since it has become mandatory. Findlay Irvine and the GripTester Mk2 have been leading the way in accurate continuous friction testing solutions for over 25 years.



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to guarantee better accuracy and ensure that drivers were following the same lines when carrying out friction surveys,” Rob Sims, Director of Sales, Findlay Irvine, explained. “The Runway Alignment System solves those concerns by using high accuracy GPS to guide the driver throughout the survey whether a full

UK CAA CAP 683 or just maintenance runs. It offers full comparability of results as the system takes away the human error factor as well as a need for markings on the runway. Another side benefit of the Runway Alignment System is that if a driver has to abandon a survey for any reason, the system saves the last run and

automatically guides the driver to the next start point in order to continue from where they left off. This means less time on the runway and less mistakes, plus a much higher level of accuracy and repeatability.” As international standards continue to become more stringent, it is only a matter of time before systems such as this become

mandatory in friction testing to guarantee that surveys are conducted where and when they should be. However, in the meantime, the GripTester Mk2 Runway Alignment System gives airport operators accurate information on which to better focus maintenance budgets and potentially make massive savings.

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ASSESSING RUNWAY SURFACE FRICTION CHARACTERISTICS

The CAA hosted the 13th meeting of the ICAO Friction Task Force during the first week of July. The Friction Task Force was created by the Aerodrome Operations & Services Working Group, which in turn is one of a number of Working Groups reporting to the

Aerodromes Panel. The Aerodromes Panel reports to the Air Navigation Commission in Montreal and at the last meeting AP/3 the Friction Task Force's work was ratified and further tasks to develop guidance material given out. The 13th meeting of the ICAO Friction Task Force was well attended, with delegates from Airbus, Boeing, and many National Aviation Authorities, including Norway, France, Japan, US, and Canada, as well as British Airways and EASA. Paul Fraser-Bennison, Aerodromes Policy Specialist at the CAA, explained that issues on the

agenda included development of a global reporting format aimed at regularising the content of message sets to be made available to operators during periods of runway contamination; proposals for the removal of Runway State Groups appended to METAR/SPECI reports; changes to Annex 6, 8 and 14 relative to aircraft performance; and update of ICAO Circular 329. With regards to CAP 683 - the Assessment of Runway Surface Friction Characteristics - Fraser-Bennison added that there have not been any major revisions, nor are there any planned. "It

stands as a world-renowned document offering good practice advice on the subject of runway surface friction characteristics assessment," he stated. "As such, it will play a key role in providing those UK aerodromes which will be EASA certificated with material to help them meet Acceptable Means of Compliance to, inter alia, Commission Regulation (EU) No 139/2014 ADR.OPS.C.010. Current Continuous Friction Measuring Equipment (CFME) accepted for use in the UK comes from reputable manufacturers with a long history of supplying aerodromes

with machines that meet the objectives set by CAP 683. "That said, the interpretation of results from assessment runs is a key part of aerodrome managers responsibilities under their safety management system and evidence that action taken to arrest falling levels of grip, often caused by rubber build up, should be available at audit," Fraser-Bennison commented. "Furthermore, other means to understand the quality of the surface in terms of macro and micro-texture should be used, especially after surface rehabilitations, to complement friction runs.

GripTester for Runways



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A SMART APPROACH TO AIRFIELD LIGHTING

The challenge for airports today is to manage air traffic and airside resources intelligently, safely and efficiently, while reducing environmental impact. ADB Airfield Solutions believes the answer lies in making an airport 'smart'. Regardt Willer, Regional Manager, ADB Airfield Solutions, explained that a 'Smart Airport' considers five key elements covering all aspects of landing and take-off, and looks at managing this cycle end-to-end. "From AGL design and airfield lighting (AGL), to guidance, safety and maintenance, every aspect is managed intelligently, for greater productivity, safety and sustainability," Willer commented. ADB's 'all-LED' Smart Approach is part of this concept, and comprises the company's proven LED AGL, its high performance LED approach, threshold, and runway end lighting (LEAP), and LED PAPI, all of which are designed to work smarter. "ADB's LED PAPI is the world's first PAPI that lights up almost instantly when switched on, and is virtually moisture- and frost-

free, thus resolving operational issues in colder climates," Willer explained. "Overall, ADB's all-LED Smart Approach enables substantial energy and cost savings, and offers a smarter, greener and more reliable alternative to airports today. What's more, with Exel's frangible lattice masts and poles ideal for approach lighting installations, the solution is complete." ADB Airfield Solutions has several current or recent developments at UK airports, including: Birmingham Airport - runway extension which includes all high intensity LED lighting on the runway; Manchester Airport - Runway 1 & 2 complete LED upgrades, as well as LED PAPI; Heathrow Airport - Northern Runway resurfacing complete LED upgrade following on from last year's Southern Runway LED upgrade; and Airbus Hawarden - complete LED upgrade on the runways. So, in what ways are airfield lighting technologies evolving? "At present the evolution is still focused around the complete LED portfolio. We believe once this is done



ADB's 'all-LED' Smart Approach comprises the company's proven LED AGL, its high performance LED approach, threshold, and runway end lighting (LEAP), and LED PAPI, all of which are designed to work smarter.



and the technology has fully satisfied sceptics, a complete look into power solutions leading to a complete rethink is on the cards," Willer concluded.

Regardt Willer, Regional Manager, ADB Airfield Solutions: "ADB's LED PAPI is the world's first PAPI that lights up almost instantly when switched on, and is virtually moisture- and frost-free, thus resolving operational issues in colder climates."

INNOVATIVE LIGHTING SOLUTIONS

The continual pursuit of innovation and cutting-edge concepts is a fundamental part of the airfield lighting industry. With safety requirements becoming increasingly stringent, airports striving to minimise expenditure and environmental responsibility being a vital component in gateway development, state-of-the-art airfield lighting technologies are a priority for airports everywhere. atg airports is committed to continued research, through which it aims to develop groundbreaking new products that meet the changing operational needs of airports across the world. In the UK, atg airports' Airfield Ground Lighting (AGL) projects and installation teams have this year

continued to supply and deliver contracts at Heathrow, Manchester, Cardiff, Bristol and Gatwick airports, and have also sustained its strong military presence, working at several MOD airfields including Topcliffe, Yeovilton, Marham and Gibraltar. The leading manufacturer of airfield lighting solutions is in the process of delivering The Control System Resilience Project at London Heathrow - an upgrade of the airfield ground lighting system's critical components, which will help to extend the life of the current system. The Resilience Project required atg airports to perform a midlife verification of the current system's operational status and to



Consistently breaking new ground in embedded airfield lighting systems, atg airports has provided AGL solutions to international civil and military airfields in over 100 countries. The latest in its array of industry-leading technologies is the IRIS range of High Intensity LED airfield lighting fittings - said to be the future of AGL.

provide bespoke design services in order to future proof the current interfaces, and prepare for future AGL and control system infrastructure enhancements. On the Isle of Scilly meanwhile, atg airports was awarded the contract for the complete upgrade of AGL & Control Systems at St Mary's Airport. Working for Lagan Construction, the projects team start on site this month to supply and install atg airports runway edge, PAPIs, threshold and end lighting, CCRs and isolating transformers, primary cable replacement and SmartControl System. Further afield, the development of the first ever air transport gateway on the remote South Atlantic island of St Helena has

demanded acute ingenuity from all of the stakeholders involved in the airport's establishment. atg airports has dispatched a complete airport AGL & Control System package destined for the new airport, which is located over 1,900 miles north of Cape Town. The project was awarded to atg airports by Thales ATM, and includes the supply of atg airports' high intensity LED and tungsten halogen and luminaires, PAPI Units, AGL signage, apron lighting, CCR's, primary & secondary cable, isolating transformers and a bespoke SmartControl system which will control and monitor all of the airfield ground lighting. The project is due for completion in 2015.

ADB 
Airfield Solutions

The right approach
to a smarter airport



- ✓ low energy consumption
- ✓ more airside safety
- ✓ higher productivity
- ✓ maximum efficiency



Make a World of Difference to your Runway Safety

ADB Airfield Solutions: Smarter Approach, Safer Approach

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Norwegian has started its long-haul operations from London Gatwick with the launch of three new routes to the US – Los Angeles, New York JFK and Fort Lauderdale. Airport Operator's Ross Falconer attended the New York JFK launch celebration at Gatwick on 3 July, where he spoke to the airport's CEO Stewart Wingate.



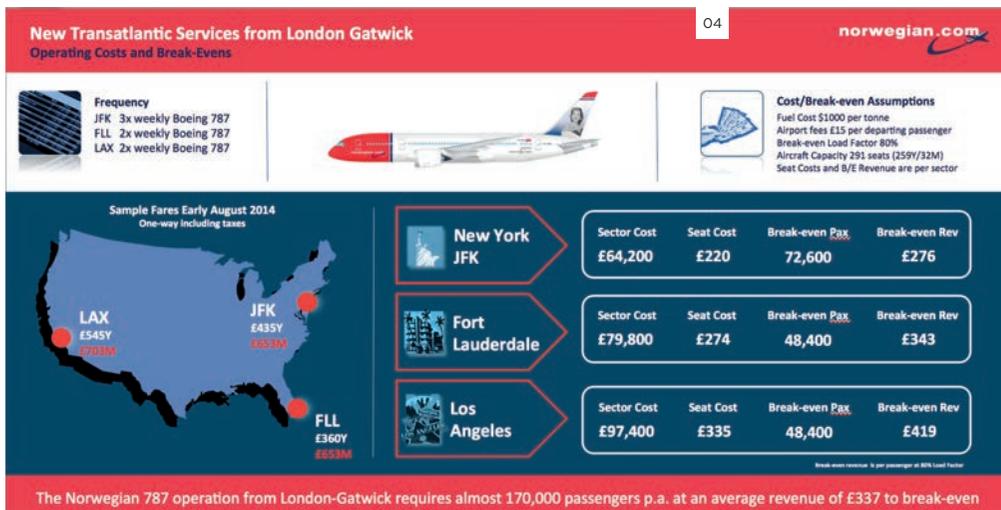
NORWEGIAN GETS GOING ON GATWICK LONG-HAUL

The Los Angeles route started on 2 July, followed the next day by New York JFK, with the week finished off with the launch of Fort Lauderdale on 4 July. While JFK will be served thrice-weekly, Fort Lauderdale will be served twice-weekly, as will Los Angeles. All three of the routes are operated with the low-cost carrier's 291-seat 787-8s and will face no direct competition, however there is plenty of service to New York and Los Angeles from London Heathrow in terms of indirect competition. On Los Angeles there are seven daily competing frequencies split between five incumbents – with British Airways and Virgin Atlantic Airways both offering twice-daily operations, along with Air New Zealand,

American Airlines and United Airlines all providing daily services. On New York, however, the indirect competition will be even more intense, with over 200 existing weekly frequencies. Beginning with New York Newark, United currently offers five daily flights, BA flies 20 times weekly and Virgin Atlantic operates double-daily on the airport pair. To New York JFK there is even more capacity available, with BA (59 weekly flights), Virgin Atlantic (28), American and Delta Air Lines (21), as well as Kuwait Airways (3) providing the competition.

London Gatwick CEO Stewart Wingate commented on the "game-changing nature of the Dreamliner", which has made these important new transatlantic routes possible. The airport certainly celebrated in style with the cutting of a specially prepared cake in the gate room, while cheerleaders provided a traditional American element to the celebrations. Norwegian has built a very successful business at Gatwick and is now the airport's fourth biggest airline.

"We've been watching very closely what's been happening in Scandinavia – when you look at Norwegian's route network it goes west as well as east, and certainly that's something we're very interested in. We'll have the three flights per week initially into JFK – what we will try to do with Norwegian is convert that into a daily frequency. Also, if we can encourage Norwegian to fly east to the likes of Bangkok, of course we'd be delighted," Wingate explained.



01 London Gatwick CEO Stewart Wingate and Norwegian CEO Bjørn Kjos with the specially prepared LGW-JFK route launch cake.

02 London Gatwick CEO Stewart Wingate told Airport Operator that he would be delighted if he can encourage Norwegian to fly east from Gatwick, possibly to Bangkok. The airport also desires more US services – Wingate mentioned Chicago and San Francisco as potential targets.

03 London Gatwick's CEO Stewart Wingate and CCO Guy Stephenson celebrated the launch of three new US routes last week. There are already plans to try to convince Norwegian to increase the New York JFK route to a daily frequency.

04 Norwegian's three new transatlantic routes will face some pretty stiff competition, particularly in the London to New York market, which already has around 30 flights per day. But this won't matter as long as the routes make money. Using Aviation Analytics' interactive route economic calculator, it predicts that the airline will need to attract 170,000 passengers per annum at an average seat price of close to £340 to break-even.

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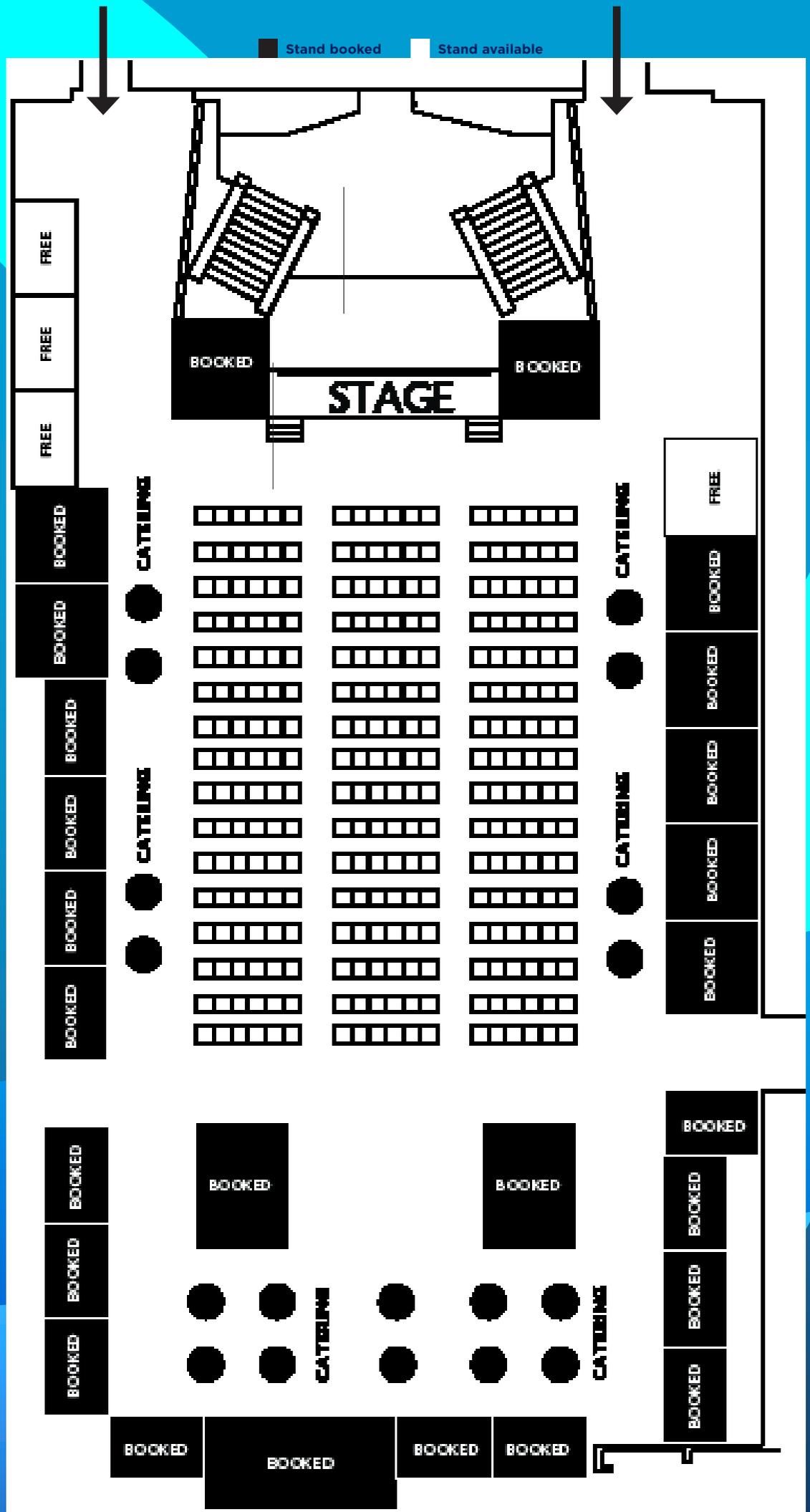
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“I say often that while the work that I am doing here may not be the largest job that I have ever done, it is by far the most significant,” said John Smith, Chief Executive of Turks and Caicos Islands Airports Authority, the operator of six airports on the Turks and Caicos Islands – including Providenciales International. “And by that I mean that tourism is the main industry for the Turks and Caicos, and Providenciales International Airport is its main gateway. The largest island of Providenciales is the economic driver of more than 90% of the Turks and Caicos’ commerce and, with 80-90% of that being created by the tourism industry, the airport is extremely crucial to the islands.”

BRITISH OVERSEAS TERRITORIES: DEVELOPING AIRPORT AND ISLAND

As relatively small and often remote but tourism-abundant nations, British Overseas Territories depend on their airports to serve as key drivers of economic and social development, and to connect them with the rest of the world. Here, Amy Hanna explores the vital relationships between two British Overseas Territories and their air transport gateways.



Providenciales International Airport welcomes a yearly average of just under a million visitors to the Turks and Caicos Islands, and has experienced significant growth in recent months, contributing to a record year. Passenger numbers have increased by 5.3% since 2013, spurred on by bad weather in its primary market of North America, and though its traffic is predominantly seasonal, this changeable climate means that the airport must be flexible and quick to react to unprecedented arrivals. It requires constant collaboration with airlines, and the islands’ Hotel Association and Tourism Board, for the airport team to mitigate the challenges presented by this unpredictable throughput, and for an island the size of Providenciales – with a population of under 25,000 – it is of vital importance that all the stakeholders in the passenger process work together for the prosperity of the airport and its community. “It’s very important to recognise that an airport is

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Providenciales International Airport is working to drive down costs and embracing technology to improve passenger facilitation, but never at the expense of the customer experience. “Passengers say that the airport really is like a resort, and that’s the feeling we want to give you – the feeling of arriving at a resort, the feeling as though you’re being taken care of, and the feeling of wanting to return,” John Smith, Chief Executive of Turks and Caicos Islands Airports Authority, said.

not a standalone entity,” Smith explained. “It exists to bring in visitors and facilitate their arrival or departure, but it is not accommodative, and that’s the problem. If you don’t have other amenities like hotels and activities for people to do then that doesn’t support it either, because they come once and don’t come again.”

As the airport develops and its traffic grows, the island of Providenciales must now work to develop in parallel and, Smith explained, its priority is to generate more hotels and recreation facilities, to appeal especially to diversion-seeking European tourists and fan the flame of growth currently taking place in the European market. “They are more activity-driven and they want to stay longer – on average 10-14 days compared to 4-6 days for an American tourist – so the Turks and Caicos need to focus on creating those activities to keep them engaged. Developing the airport is important, but now we need the other elements to develop quicker to ensure success,” he said. A British Airways flight from Heathrow via Nassau in the Bahamas connects the continent with Providenciales Airport, and at present there is no direct route between the islands and its European base, but the Airport Authority is in discussion with the airline regarding the potential of a non-stop connection to Heathrow in the future.

THE GATEWAY TO THE TURKS AND CAICOS

Ever burgeoning interest from passengers has prompted significant development of the airport’s route network in recent months, and has seen connections strengthened in New York – one of Providenciales’ main supplier destinations – with

the valuable additions of its first New York Newark route, and a second link to JFK; jetBlue and Delta now both operate out of the hub. “The market we are targeting now is Europe, as well as South America, Chicago, and Calgary,” Smith stated. The airport’s infrastructure, meanwhile, is evolving too, and a US\$10 million (£5.8 million) redevelopment of its terminal is currently underway, transforming the airport for holidaymakers. The departure lounge has almost doubled in size, as has the updated check-in area, while the security area has been rejuvenated to feature a new screening system. “We’ve also introduced FID monitors, increased the size and renovated the baggage hall and domestic check-in, and the lounge area has been completely redone. Overall we’ve increased the size of the airport from 51,000 to 91,000sq ft,” Smith said. The terminal extension will open to passengers in November, and some elements – including the shared-use EASE check-in system by AirIT – have already been introduced, designed to expedite and streamline the airport experience for both customers and airlines. “I believe that Providenciales is one of the first airports in the Caribbean to have check-in fully integrated in this way, with standalone kiosks that service all airlines. It means airlines don’t have to keep updating their equipment any more – we’ve moved away from that to deliver the efficiency and flexibility that they require,” Smith stated. An extended car park equipped with an additional 200 spaces, and an adapted road structure with a newly structured traffic circulation, meanwhile, makes the airport easier to access for road users. “Based on our Masterplan, the extension should last well into the future,” Smith added.



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“However, we have also made provisions in our Masterplan for the construction of a new, independent terminal at the appropriate time. And the appropriate time will be when our politicians feel it is time, or when it is naturally driven that way by passenger numbers. We anticipate it will be necessary in the future, but it will take years to plan, so we’re going to begin that as early as this year.”

In all, some 1,070,000 tourists set foot upon the islands’ shores in 2013 – 10.4% more than in 2012 – and the destination’s popularity is only growing. Set in the Atlantic Ocean, 550 miles southeast of Miami, the Turks and Caicos Islands are an unspoiled haven for tourists – a palm-flanked utopia of crystal waters and ivory sand – and in the delivery of its passenger experience Providenciales Airport is working to capture the essence of its surroundings, where “relaxation is unavoidable and rejuvenation ensured”.

The islands’ maxim – ‘Beautiful by Nature’ – is at the crux

of the airport’s continued development, and is present throughout, from the curvaceous glulam beams used instead of the typical steel to form the new renewed terminal’s structure, to the use of high-tech, environmentally sound LED lighting. The terminal expansion has also provided the airport with fresh opportunity to emphasise its passenger-centric direction and create a resort-like experience for its customers, with the introduction of initiatives such as fast track inbound and outbound services for selected passengers and a VIP lounge. On the upper departures level, meanwhile, the elevated Sky Lounge has been created so that passengers can enjoy the stunning vistas, and soak up every last ray of the Turks and Caicos’ sun before departing from the islands. “The focus is on passenger comfort, passenger entertainment, the good-feeling factor,” Smith explained. “The whole concept is to give the feeling of arriving at a resort and leaving from a resort, and now we’ve even introduced onsite masseurs

for those who like to have a massage before they leave. Another exciting aspect is that we now have open-air check-in in an outdoor courtyard to give more of a Caribbean feel. It’s rare that you get that – a taste of paradise, right at the airport.”

A MIX OF BUSINESS AND LEISURE IN BERMUDA

For the subtropical North Atlantic island of Bermuda, the significance of its primary gateway, L. F. Wade International Airport, cannot be overstated. The diversified mix of international business and leisure passengers that it receives are vital balusters of the island’s financial framework, and Bermuda largely depends on its connections with the UK and US for its continued economic development.

The blend of business customers and tourists that make up Bermuda’s airport traffic is a somewhat unique mix for an island of its sort, and when the global economic decline struck its two biggest

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The planned development of a new, modern terminal at Bermuda’s L.F. Wade International Airport is a critical component in the island’s overall objective to maintain its reputation as a quality leisure and international business destination. The airport plays an indispensable role in the economic prosperity of the region.

markets in 2009, the impact on its business traffic was significant. Now though, with the recovery of the economy, the airport's traffic is once again reaching the levels it had previously attained, and the island's objective is once again to grow the number of arrivals at the airport by driving leisure tourism in the region, and through development at airside, landside and beyond in Bermuda's infrastructure. "The combination of those two factors is critical to stimulating the amount of air traffic that we see at the airport," Aaron Adderley, Airport Manager at L.F. Wade International, said. The Bermuda Government has been working aggressively to stimulate leisure traffic, and the creation earlier this year of the Bermuda Tourism Authority has brought about a drastic change for the island, where for the first time the tourism industry has become the concern of the private sector. A number of hotel development projects across the island too will further facilitate the region's tourism capacity.

"We certainly anticipate increased leisure demand, and as that demand increases we can start shifting our focus away from maintaining air services to expanding air services in order to meet that increased demand," Adderley said. The anticipated increase in traffic in the coming years, he explained, has expedited the already pressing need for development of a new airport terminal at L.F. Wade International. "We completed our airport Masterplan a few years ago, and the government has decided that now is the time to move forward full steam ahead with the development process," he commented. "We are engaged in talks with potential investors, and we hope to be in a position in

the coming months to make an announcement as pertains to our future investment partners." In the past, the airport handled more than one million passengers a year, but those record numbers proved to be an onerous strain on its facilities, which, until the impending redevelopment are an expanded and modernised version of the airport's original 1940s structure. When it is completed, the new terminal will have the capacity to accommodate these numbers much more comfortably, and, at its location on a brownfield site further from the shore, will mitigate the recurring challenges currently presented by storm surge and hurricanes. "From a logistical standpoint and a safety standpoint the new building will serve a very important purpose, and in addition to that we're looking to build a more airy facility, a brighter facility, one that takes advantage of the many vistas that surround the airport," Adderley explained.

Embedded in the shoreline of a coastal paradise, the

backdrop to L.F. Wade Airport is both spectacular and unique, and when its development begins the new terminal will capitalise upon this boon with features such as outdoor dining facilities. "Nowadays when you go into airports you feel a bit confined – you're inside, so we're hoping that the new design will go back to the old days of aviation, when you were able to go outside and breathe the air," Adderley established. "Also as part of the terminal development we're looking at providing a dock – a marina that would enable hotels to pick up their passengers from the airport and deliver them to their properties via the water. Those are the sorts of things I think will tremendously enhance the overall experience for passengers at the airport, and are things that are not readily available at many major airports around the world. We need to take advantage of the uniqueness that we have here, and provide that first class experience for our travellers." In recent months the airport

has also completed substantial works on its airfield, investing BMD4 million (£600,000) in a runway threshold displacement project and the installation of centreline lighting, to modernise its approach and meet ICAO's increased safety requirements. In addition, new taxiway, runway and apron signage has been implemented, as have additional edge lighting on the taxiways – all in the interest of improving the airfield for its growing number of movements.

L.F. Wade has direct services from every major city across the east coast of the US – from Miami to Boston and Toronto – as well as a direct daily service from London Gatwick. Positioned just 1-2 hours from North America and Canada, and seven hours from London, today traffic from these diverse locations is sufficient low hanging fruit to enable the small island's economy to flourish. Pursuing opportunities to stimulate further traffic out of Europe is certainly something the

airport will explore in the future, including, Adderley determined, the potential of a second London route from Heathrow to complement its British Airways flight from Gatwick. For now though, its priority is to work with the Bermuda Government and Tourism Authority to create the best possible facilities for visitors to the island. "Today we're comfortable with the diversity of air services that we have, and the amount of airlines seat capacity that we have, but as these initiatives that we have put in place, for both international business and hotel developments, come to fruition, our focus will shift from maintaining the air services that we have to increasing the air services that we have," Adderley said. "Whether that involves increasing the number of flights from existing gateways, or identifying new gateways – or a combination of the two, the demand will determine that – we're working with our airline carriers to ensure that their routes are as successful as possible."



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The US\$10 million (£5.8 million) redevelopment of Providenciales International Airport's terminal is currently underway, transforming the airport for holidaymakers. The departure lounge has almost doubled in size, as has the updated check-in area, while the security area has been rejuvenated to feature a new screening system.

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Newcastle's multi-million investment will make passengers feel more welcome

Newcastle International Airport is investing more than £14 million in the transformation of its departure lounge. The developments are part of the gateway to the North East's commitment to being "the most welcoming airport in the UK", and will reshape the airside experience for passengers with new shops, restaurants, cafés and bars, and a more streamlined journey for customers. "Our passengers' holidays start here at the airport," said Chief Executive Dave Laws, "so it's very important to us that we give them the best possible experience."

The first phase of the extensive development opened to passengers in April, and features an enticing offer of unique and unprecedented eateries, including The Flying Hippo American-style diner, and The Beer House, created to capture the spirit of the North East with real ales from local brewers and regionally-sourced foods. The open-to-all Aspire Lounge, meanwhile, offers fantastic lounge facilities in a comfortable,

A £14 million departure lounge development is the next step in Newcastle Airport's ambition to become the "most welcoming airport in the UK".

modern environment designed to meet passengers' needs.

"Newcastle Airport is very much at the heart of the region," Laws added. "Our strap line is 'Your Airport', so we're reaching out to the North East to say, look – it really is your airport. We've studied the customer experience for the travelling public, and in addition to the things that we've done in terms of operations and processes, we've looked very carefully at the departure lounge and what offers people would like to see – as well as how we can bring local suppliers into the mix to put something back into the region."

The next major phase of the development will begin in autumn, with most work set for completion by May 2015. Highlights still to come include a new walk-through

World Duty Free store and exciting new food and beverage outlets designed by SSP. Customers will benefit from an improved sense of flow as they pass through the curved walkways, seating areas and streamlined shop fronts of the new departure lounge. "We are confident that the new layout will be more intuitive and will help passengers to make a more informed choice on where they shop, eat, drink or simply relax before their flight," Laws stated. "The departure lounge will have a modern and vibrant shopping centre feel – something that we know from feedback is what our customers want. We are meeting the needs of the modern traveller with excellent facilities and there will be plenty on offer for families, couples, groups and business travellers alike."

Newcastle Airport's Chief Executive Dave Laws samples beer from the local Tyne Bank Brewery, one of the many real ales on tap at The Beer House. The restaurant, designed to capture the spirit of the North East, opened alongside the American-style Flying Hippo diner and Aspire Lounge in the first phase of the development in April, and the next major phase will begin in autumn, with most work set to be completed by May 2015.



AOA Annual Dinner raised £10,500 for sight-saving charity Orbis

On 4 March, almost 1,000 people from across the aviation sector attended the AOA Annual Dinner held at the Grosvenor House Hotel. The event raised a fantastic £10,500 in aid of the AOA's charity partner – sight-saving NGO Orbis. This donation will provide ophthalmic training for doctors and nurses in developing countries and expand eye care services in rural and poor areas.

The partnership between AOA and Orbis represents a unique union of aviation ingenuity; showcased by the Orbis Flying Eye Hospital, and ophthalmic services at their best.

The Flying Eye Hospital is a one of a kind aircraft featuring an operating theatre, lecture theatre, pre and post-op spaces and laser suite. This mobile teaching facility enables UK and international Orbis volunteer ophthalmolo-

gists, nurses and anaesthetists, to share their skills and knowledge with local eye care teams.

Orbis volunteers, who often donate their annual leave to take part in these programmes, have helped the charity to train over 325,000 medical professionals over the last 30 years, improving the lives of more than 23 million people suffering unnecessarily from preventable and treatable blinding conditions.

The incidence of avoidable blindness has reached staggering proportions. 39 million people globally are blind, with 80% suffering from a condition which is completely treatable or avoidable. 90% of these people live in developing countries where access to eye care is often limited or far too expensive to access.

The money raised at the AOA Annual Dinner will enable Orbis

The partnership between AOA and Orbis represents a unique union of aviation ingenuity; showcased by the Orbis Flying Eye Hospital, and ophthalmic services at their best.



to continue to enhance local eye care services in the developing world, saving the sight

and transforming the lives of millions suffering needlessly in darkness. www.orbis.org.uk

For more information please contact: Jaymie Duke via jduke@orbis.org.uk

Securitas appoints Angus Wilson as Director of Aviation Services

As part of Securitas' continued review of its aviation portfolio, it has recruited Angus Wilson into the senior operational team to take on the position as Director of Aviation Services. This role will be instrumental in building on the excellent service the company currently delivers to its existing aviation partnerships and growing its UK aviation business. Not only will the focus be on ensuring Securitas' continued service delivery, but also to introduce new business streams such as aviation training, covert testing, consultancy, and fire support services. Wilson, having previously worked for G4S and Wilson James, has developed an excellent understanding of the intricacies involved in delivering outstanding customer solutions to airports. In addition to providing security solutions to a number of different airports over the years, Wilson has also provided consultancy services on various security aspects and has also set up and developed



Securitas has recruited Angus Wilson into the senior operational team to take on the position as Director of Aviation Services.

successful business streams. Wilson has a plethora of skills to bring to Securitas and will be key in developing its market strength in specialist services to ensure they continue to deliver value to the company's customers. At the same time, he will use his knowledge and innovation to continue to improve and target Securitas' services to ensure they are tailored to individual customers by understanding the context of the aviation industry.

Vanderlande to install make-up carousel at Manchester

A contract to install a new make-up carousel, enhancing the operation of the Terminal 1 baggage handling system at Manchester Airport, has been awarded to Vanderlande Industries UK Ltd, the UK subsidiary of the baggage handling system supplier. This follows the recent successful completion by the company of a baggage handling improvement project at Norwich International Airport, and highlights Vanderlande's ability to provide bespoke baggage handling systems to airports of all sizes. Vanderlande has specifically designed a 3D make-up carousel for Manchester that does not encroach on crucial operational space, such as the baggage hall roadways. It will also see a significant increase in buffer capacity and easier manual handling of bags due to the carousel's length and ergonomic height. The project will begin in October this year with the aim of completing the work by the beginning of December. Upon successful



delivery of the make-up carousel, a further two carousels are anticipated to be installed before Easter. Vanderlande will be working in partnership with Newfield Automation Limited – the preferred supplier to Manchester Airport Terminal 1 – to upgrade the controls of the make-up carousel too. Commenting on the appointment of Vanderlande, Kevin Seagrave,

Project Manager at Manchester Airport, said: "Vanderlande was able to produce a design on budget that met our specific needs of a make-up carousel requiring minimal space, so that the operational area is not compromised. It is also important to us that Vanderlande is able to install the new carousel in a short time with minimal disruption to operations."

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Systems Interface wins NDB replacement contract

Systems Interface, based in the UK, has been awarded a significant contract by DFS Deutsche Flugsicherung GmbH for the replacement of Non-Directional Beacons (NDB) at various locations across Germany. The four-year framework agreement includes the supply of up to 20 Nautel VR125 Non-Directional Beacons with Automatic Tuning Units (ATUs). Systems Interface will provide initial system installa-

tion training and 13 NDBs within the first two years. This contract will bring the total number of Nautel NDBs supplied and installed by Systems Interface to over 170 systems worldwide. As agents for Nautel, Systems Interface maintains an extensive parts depot at its UK facility to provide ongoing support for all Nautel NDB systems, allowing expedited parts delivery to customers in the UK, Europe, Africa and the Middle East.

OmniServ wins Heathrow Airport bus service connections contract



Tom Marano, AirServ CEO; Mark Hicks, Head of Passenger Support Services, Heathrow Airport; and Ernie Patterson, Chairman of OmniServ, at the awarding of Heathrow Airport's inter-terminal bus contract to OmniServ. The win has given OmniServ the opportunity to influence across every touch-point in a passenger's journey at the global travel hub.

OmniServ, a subsidiary of ABM and the UK's leading airport service contractor, has won Heathrow Airport's inter-terminal bus contract, which connects the airport's five terminals for those passengers transiting through the airport. This has given OmniServ the opportunity to influence across every touch-point in a passenger's journey at the global travel hub.

The five-year contract win for OmniServ cements its leading market position in providing legendary service to the travelling public, and gives it the unique opportunity to create a seamless and elevated customer service proposition for all passengers that travel through Heathrow Airport. Mark Hicks, Head of Passenger Support Services at Heathrow Airport, said: "We enjoy a

long-standing relationship with OmniServ and are delighted to extend our partnership further by awarding our inter-terminal bus contract to them. We look forward to working closely with OmniServ and its ambassadors to further enhance the excellent service Heathrow Airport has to offer in making every journey better." In a series of exciting successes for the airport service facilitator, OmniServ was also awarded the contract to become the exclusive provider of support for PRM (people with reduced mobility) passengers at London Stansted Airport, through which it will be providing its "legendary service" to those passengers who require special assistance on their journey.

London City Airport introduces AirPortr baggage delivery service



Simon Potts, London City Airport's Director of Non-aviation Revenue and Business Development: "Being focused and productive while in transit is of paramount importance to the modern day business traveller, hence why we have brought AirPortr into the terminal, recognising it as in keeping with the airport's service quality offering which combines convenient location, ease of access and speed of transit."

In May, London City Airport became the first airport in Europe to offer the AirPortr baggage delivery service, which allows travellers to have their luggage securely transferred to and from the airport and London's hotels, serviced apartments and offices. The initiative allows travellers to head straight into the city without carrying their bags with them and, as it includes a mobile-based GPS luggage tracking facility, customers can check on the location of their bags throughout the process.

Simon Potts, London City Airport's Director of Non-aviation Revenue and Business Development, said: "Being focused and productive while in transit is of paramount importance to the modern day business traveller, hence why we have brought AirPortr into the terminal, recognising it as in keeping with the airport's service quality offering which combines convenient location, ease of access and speed of transit." AirPortr has been developed with business passengers in mind.

Travellers can either book and pay for the service in advance – at £30 to have two bags delivered from the airport to London's West End – or they can visit a dedicated AirPortr desk in the terminal to sign-up to the service. Randel Darby, CEO & Founder of AirPortr, commented: "Time is so valuable, so not having to worry about taking your luggage from meeting to meeting, avoiding taking a taxi in rush hour traffic, and not going to your hotel before your first meeting saves valuable time and enables you to be more focused."

Ryanair announces new base at Glasgow Airport



Lesley Kane, Head of Corporate Travel & Groups, Ryanair; Kate Sherry, Ryanair's Deputy Director Route Development; and Francois Bourienne, Commercial Director at Glasgow Airport, celebrate the launch of new weekly routes from Glasgow. Ryanair will serve its two largest bases – London Stansted and Dublin – along with Derry, Riga, Warsaw Modlin, Wroclaw and Bydgoszcz.

Ryanair will establish a new base at Glasgow Airport later this year. Europe's largest airline, which carried more than 80 million passengers in 2013, will base one aircraft at Glasgow Airport and operate seven routes from Scotland's largest city. Ryanair will serve its two largest bases – London Stansted and Dublin – along with Derry,

Riga, Warsaw Modlin, Wroclaw and Bydgoszcz. It is expected that the 55 weekly return flights will generate more than 850,000 passengers per year. Kate Sherry, Ryanair's Deputy Director Route Development, said: "Ryanair is pleased to launch these new routes from Glasgow Airport to London and Dublin, starting this October, with three daily return flights on each route at fares starting from just £19.99. We are responding to strong demand for Ryanair's low fares from Scottish consumers and business customers, and increased competition between Scottish airports." "Scottish consumers already choose Ryanair for our low fares, industry leading customer service and great route choice. Now they can also book their flights on our improved website, carry a free small second carry-on bag, enjoy allocated seats, avail of our recently announced new Family Extra service, and use their personal electronic devices at all stages of their flight, making Ryanair the ideal choice for families and friends," she added. Francois Bourienne, Glasgow Airport's Commercial Director, said: "We are delighted to welcome Ryanair to Glasgow Airport. Not only will it complement our already strong mix of airlines, it will provide our customers with even greater choice."

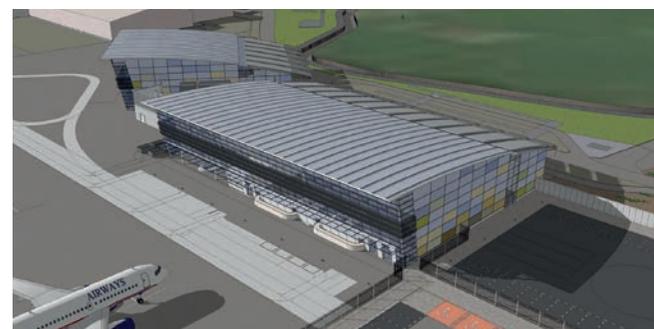
Lydd Airport continues its amazing journey



Half a century ago, Kent's Lydd Airport was one of the busiest in Europe, and played host to royalty and celebrity passengers such as Gregory Peck. Today, Lydd is growing once more, thanks to a healthy mix of general aviation, corporate jets, air taxis, cargo and maintenance, as well as scheduled services to Le Touquet, and an upcoming £25 million redevelopment will see the airport modernised for the future.

On 13 July, Lydd Airport will celebrate 60 years of providing commercial flights. The airport on Romney Marsh is proud of its aviation past, and its focus is now firmly set on an even more successful future as it embarks on the first phase of a £25 million redevelopment. Work on modernising the airport starts later this year and, when completed, it will give Lydd the capability to handle aircraft the size of Boeing 737s or Airbus 320s for

commercial passenger flights. The airport has a colourful history. Half a century ago it was one of the busiest airports in Europe, and was recognised as the gateway to Britain, regularly used by royalty and Hollywood celebrities such as Gregory Peck, Diana Dors and Humphrey Bogart. Within 10 years of opening it had become one of Europe's busiest airports, however, services declined during the 1970s. The good news today is that Lydd is growing once more. Lydd Holdings, which owns and operates Lydd Airport, has already spent £35 million upgrading the airport



over the past decade – including the installation of a state-of-the-art instrument landing system; a new executive terminal with VIP facilities; improved passenger check-in and security; and a new

departure lounge – and as it celebrates 60 years as a commercial airport, Lydd is confident that the future investment plans will further develop the site as a successful, modern regional airport.



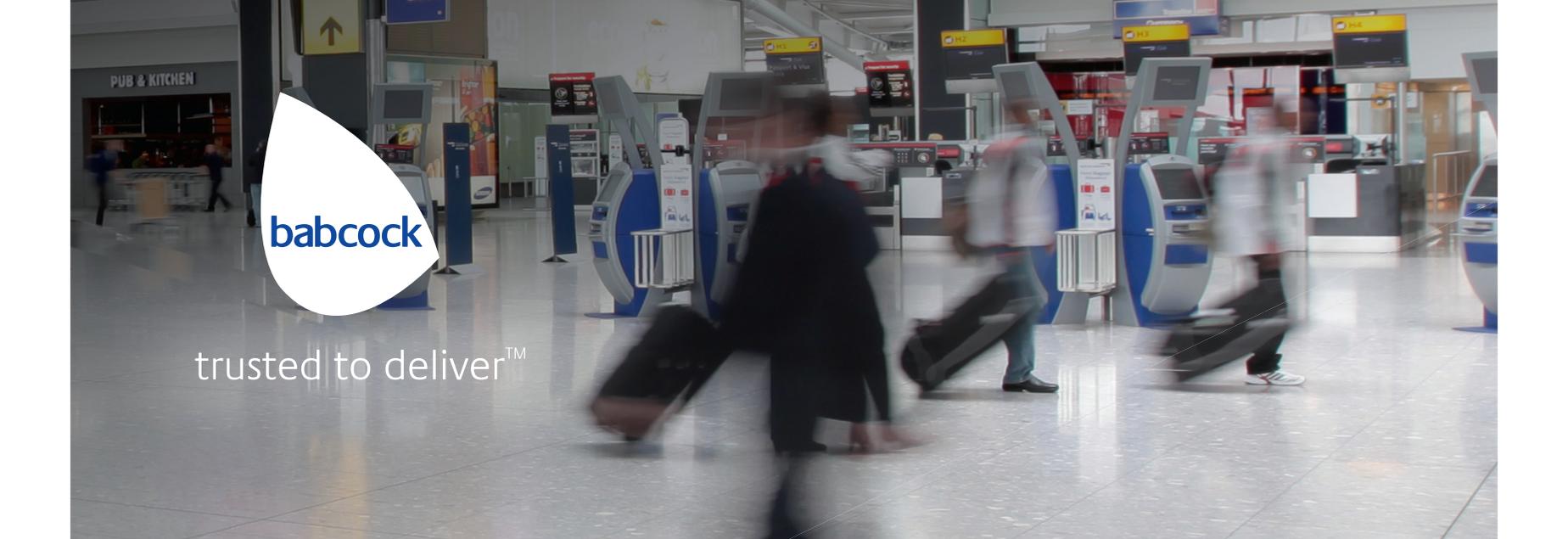
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