

# THE AIRPORT OPERATOR

THE OFFICIAL MAGAZINE OF THE AIRPORT OPERATORS ASSOCIATION



## MEET GLADYS

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robot ambassador*

**AOA**  
THE VOICE OF UK AIRPORTS  
**SPRING** 2017

### *Features*

**THE AOA'S NEW CEO**  
*Karen Dee starts work*

**GLASGOW**  
*Amanda McMillan interview*

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*Touches down at Stansted*

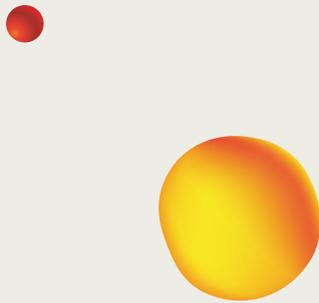
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THE AIRPORT  
**OPERATOR**

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## ED ANDERSON

### *Introduction to the Airport Operator*



*Can I extend a warm welcome to this edition of the Operator, which is published online on the occasion of our 2017 annual dinner at London's Grosvenor House Hotel.*

We are delighted to welcome the Transport Minister, Lord Ahmad, as our keynote speaker at this event and look forward to hearing more from him about the Government's plans for UK aviation over the coming decade.

The dinner will give me a welcome opportunity to express my thanks to Darren Caplan, who has left us to join the Rail Industries Association after six successful years as AOA Chief Executive. Darren leaves our Association in a much stronger shape than he found it when he joined us six years' ago and the Board and I are grateful to him for the very significant contribution that he has made.

I am delighted to welcome Darren's successor, Karen Dee, who started with the AOA at the beginning of March. Karen brings a wealth of experience in the transport sector, having begun her career at the Department for Transport and held a series of trade association roles, most recently as Policy Director at the Freight Transport Association.

I see this as a watershed moment for our sector. We are pleased, of course, that the Government has finally taken a decision to deal with the capacity crunch in London and the South East by supporting the construction of a new runway at Heathrow. But Ministers

know from their own forecasts that other London airports will fill up by 2030 and several airports around the country will fill up from 2040.

Capacity is an issue that affects the whole country. We are therefore pleased that the Department for Transport is about to launch a series of consultations on its plans for an ambitious new Aviation Strategy, which will be designed to set a policy framework for our sector for the coming decade. We appreciate the scale of their ambition as well as the signals that the Government's intention is to set out how it can support the continuing growth of sustainable aviation in the UK.

Karen and our airport members will be lobbying the Department to ensure that the Strategy takes full account of all the issues affecting our airports, not least those around surface access and airspace modernisation, and including issues outside the Department's own remit, such as visas, borders, planning and Air Passenger Duty.

We know that Ministers and officials will also be working to ensure that UK aviation, which plays such a vital role in our international connectivity, is not damaged by our impending departure from the European Union. Our trade in both goods and services is crucially dependent on our air links with key trading partners and we look to Government to prioritise the negotiations that will be required to maintain and enhance these links.

At such a crucial time for our industry, I believe that the role for trade associations like the AOA has never been important. As we look to the Government for support, we will also offer support to Ministers and officials by ensuring that they have access to evidence from our airports across the country. That should help them to develop an evidence-based strategy that will provide the framework within which our sector can flourish.

For those of you attending our dinner I wish you an enjoyable evening and Karen and I look forward to working with all of you to make 2017 another successful year for all UK airports.

*Ed Anderson, AOA Chairman*

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

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# NEW AOA CHIEF EXECUTIVE

*Karen Dee, who started work as the new AOA Chief Executive on 1 March, can't hide her excitement at taking on the leadership role at the Association*

That is partly because she rates the sector as exciting and partly because the role offers a neat fit with her lifelong career in transport policy-making – but it is also because she senses a unique opportunity, following the Government's decision on Heathrow and the nation's decision on Brexit, to shape a more positive UK aviation policy that will enable UK airports to thrive.

Karen, a former Department for Transport civil servant, praises the Government for making “a big decision” last year to support a new runway at Heathrow but adds, more critically, that the long run-up to that decision had meant that other aviation policy-making had been put on hold. Now, with the publication of new consultations, she sees that beginning to change.

She thinks that Brexit also creates a moment of opportunity for the sector: “The Government has been very clear that maintaining international connectivity is going to be a real priority for the country and aviation is right at the heart of that. I think that will focus politicians' attention. If we are going to be ‘open for business’ we have to make sure that our aviation sector is able to thrive”.

There is another reason that now could be a good moment for trade associations like the AOA to help to shape policy-making: “If you look across Whitehall there is so much

work to be done to unpick our relationship with the EU. We just don't have the numbers and skills of civil servants that are required. That is going to be a challenge. It will be the job of trade associations to try to ensure that everything else doesn't just get put in a hole because of Brexit. That presents an opportunity for us to be able to provide support to Government where we can”.

Karen's comments reflect her long career in the transport sector that began with six years at the Department for Transport, including two years in the private office of the then Transport Minister, Steve Norris – later following Norris to the Road Haulage Association, where she had responsibility for policy and public affairs. From there she went to the CBI as head of infrastructure where she worked on changes to the Planning Act for nationally significant infrastructure projects, with the goal of enabling more swift and clear decision-making. She readily accepts that the UK has not always been good at this and that there is still more work to be done.

Her most recent job has been as director of policy at the Freight Transport Association, which covered all modes of transport and where a key part of the role was to help the public understand the benefits of freight transport and not just the downsides. There she sees a parallel with aviation, where policy-makers also face the challenge



of how to create a framework that delivers the very significant benefits that aviation offers, while also providing the protections that people feel they need.

It was while Karen was at the Freight Transport Association that she encountered her AOA predecessor, Darren Caplan, and former AOA public affairs director, Tim Alderslade, working with them to promote debate on the transport sector at party conferences. That encouraged her to see the aviation sector as exciting and to recognise that the AOA was a very active trade association that had the benefit of strong support from its members – and it is a point about members that she is most keen to emphasise as she starts work at the AOA: “My primary job will be to make sure that I deliver for the members. That is what I enjoy and that is key to success”. ■



WELCOME  
TO SCOTLAND  
FÀILTE GU ALBA

## GLASGOW “BRINGS THE MAGIC BACK”

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*Ask Amanda McMillan how her airport has achieved record passenger numbers, she will tell you that there was no one silver bullet and that it was down to “a lot of hard work”*

**B**ut she also had a very clear strategy to bring new airlines and passengers to the airport. For the airlines it was to look at all sectors of the market and to sell to them the story of Glasgow as “the economic powerhouse of Scotland”, with the scale and the business and tourist demand to make the airport an attractive base. For passengers, she says, “we needed to bring the magic back”, with a relentless focus on the customer experience across the whole of an airport that she likens to a small town with shared values.

Things didn't look so bright when she was appointed in 2008. The UK economy went into recession. Scotland's low fare transatlantic airline, Zoom, was declared insolvent, with Flyglobespan following a year later. Passenger numbers fell sharply from 8.8 million to 6.5 million and it has been a long haul back to the record 9.4 passengers of 2016, the airport's 50th anniversary year.

Amanda and her team looked at every segment of the airline market – domestic, European and long haul, business and tourist, inbound and outbound – and set about emphasising the scale and economic strength of Glasgow and the surrounding region, explaining how the airport could be a gateway not just to Glasgow, but also to Scotland as a whole. She describes the arrival in 2011 of Jet2 (which flies Scottish holidaymakers to favourite destinations like Majorca and Tenerife) as “a key part of the recovery”, but she also references Virgin Atlantic, EasyJet, Ryanair (which began flights from the airport in 2014) and Canada's WestJet.

The airport's competition with its near neighbours, Edinburgh and Prestwick, might make for “a good pub conversation”, Amanda says, but that is not her focus. She says that the competition is global and that she gets many of her best ideas by benchmarking Glasgow against airports serving cities of a similar size elsewhere in Europe and the world. Pressed on when Glasgow might pass the 10 million passenger mark, her

prediction is: “we will get very close in 2017 and I would be disappointed if we don't make it in 2018.”

Last year Glasgow Airport picked up three awards: Scotland's “airport of the year”, best airport for between 3 and 10 million passengers and Europe's best airport for 5 to 10 million passengers. Amanda says that is down to “a holistic approach to the campus” and is a tribute to the efforts of all those who work at the airport, not just the 500 airport

employees, but also the 5,000 working at the airport for, among others, airlines, security, baggage handlers and shops.

Starting first with security and then moving on to other areas, such as retail, she said that the airport had sought to create a one campus shared culture of customer focus, with those shared values nurtured by the airport's annual party, with its customer service award of the year. Amanda takes pride in the success

*“We will get very close to the 10 million passenger mark in 2017 and I would be disappointed if we don't make it in 2018”*





of the security staff in working to achieve positive interactions with customers and the fact that leading retailers like Starbucks and Boots send their own staff to airport-led training sessions on customer service.

Innovation has been a key element in improving the passenger experience, with Glasgow introducing last year the UK's first airport robot ambassador – four-foot tall GLAdys (whose name comes from Glasgow's International Air Transport Association code) features a touch display screen, has basic conversation capabilities in English and proved a special hit at Christmas with children passing through the airport's main departures area.

Glasgow has also been the first UK airport to join the British Heart Foundation's Nation of Lifesavers campaign, issuing potentially lifesaving CPR kits to airport staff. So, as Amanda puts it, "if you are going to have a heart attack, the airport is not a bad place to have it". The Director of BHF Scotland says "knowing that Glasgow Airport's staff have these skills should be a huge comfort to their families, friends and workmates, as well as the millions of passengers who pass through the airport every year".

Looking ahead, Amanda sees both opportunities and challenges, with the devolution of air departure tax in the first category, along with continuing global economic growth, Brexit potentially in the second and surface access in both.

From 2018 the Scottish Government will have control over air departure tax, which will replace the UK's air passenger duty, with the SNP proposing to phase in a 50% cut in the tax. Amanda sees that as good news with the potential to support economic growth in Scotland and boost its connectivity. But she has some clear messages for the politicians on how they should do it: keep it simple, make the first cut significant enough for airlines to notice and don't limit it to long-haul, since that only represents 10% of the

## *"The Airport picked up three awards: Scotland's "airport of the year", best airport for between 3 and 10 million passengers and Europe's best airport for 5 to 10 million passengers"*

overall Scottish aviation market. To green groups who worry about the impact that more flights could have on carbon emissions and noise she has some equally clear messages: look at the record of how Glasgow has grown passenger numbers in recent years without worsening the sector's environmental impact (thanks largely to cleaner, quieter and more efficient aircraft) and work with the aviation sector on how it can achieve the same in the years ahead to the benefit of Scotland's economy.

As for the possibility that the UK Government might react to a Scottish cut in air departure tax with a matching cut in air passenger duty across the rest of the UK, she is relaxed. Scotland's airports have never sought a competitive advantage with the rest of the country, she says, but would be happy to be the "trail blazers" that others might follow to the benefit of the whole of the UK.

On the Brexit referendum vote (and especially the subsequent fall in the value of the pound), Amanda says that she doesn't think that the airport has yet felt any meaningful impact, though she acknowledges that "the jury is still out" on whether that will begin to affect the airport in the second half of this year. Even then she sees a potential upside, given the importance of retail revenue to the airport, since departing overseas visitors should find that shopping at the airport will give them great value for money.

Looking ahead to when Brexit takes effect, she says that the airport would

like to see as little change in the regulatory environment as possible, noting that aviation has flourished since the UK joined the EU and currently benefits from the many flying rights that the EU has secured with third countries.

On surface access to Glasgow Airport, Amanda sees the planned train tram-train link to Glasgow city centre and Paisley as a vital way of relieving pressure on the roads. She notes that the airport benefits from being near to a motorway, but also that the motorway is too often congested and that "huge queues" on the roads have a damaging impact on the perceptions of arriving visitors. The answer, especially given Glasgow's global popularity as a sporting and music venue, is to seek further improvements in both the train service and the road network.

Ask Amanda what it feels like being one of the few women who run an airport and she tells you that she has not given it much thought ("if I had insecurities at the beginning, they weren't about that, but about my working-class background"). Then she adds that she does feel "a small sense of pride" in being one of the first female managing directors running a European airport and "I hope in some way to have inspired people".

As for juggling her jobs (she is also group chief executive of AGS Airports Ltd, which owns Glasgow, Aberdeen and Southampton airports) with her role as a mother of young children, she dismisses that as "just what you do". Then she concludes: "the trick is to do something that you love – that is the trick" ■



# BIRMINGHAM INVESTS £100 MILLION

*Birmingham Airport is investing £100 million on improvements to its facilities and infrastructure as it anticipates passenger numbers growing to over 12 million in 2017*

The investment follows the airport's busiest year in history, which saw over 11.6 million passengers pass through its terminal in 2016, an increase of 14.2% compared to 2015. Birmingham has seen 22 months of consecutive record-breaking growth.

Paul Kehoe, Chief Executive Officer, described 2016 as "very fruitful as we celebrated the busiest 12 months in our 75-year history and were crowned the most punctual airport in the world in the medium airports category by air travel intelligence company, OAG".

The airport said that the most significant element of the investment programme now underway is the replacement of the hold baggage screening system with an advanced baggage x-ray sortation operation, which will more than double the hourly baggage processing facility.



Other major improvements will include a new Drop Off car park, which will be free for 30 minutes and connected with a covered walkway to the terminal entrance. Existing car parks will also be upgraded and a new surface car park is planned.

The number of self-service bag drop kiosks is to be doubled and new digital check-in branding will help passengers and improve operational efficiency.

The air traffic control surface movement radar will be upgraded to enable critical safety improvements and enhanced operational capacity.

Kehoe, said: “We have seen enormous growth at the airport over the last few years. We are making this investment to enhance operational efficiency and improve the passenger journey in time for the

summer, when we will welcome 15 new routes with Jet2 and anticipate over 12 million passengers in 2017”.

Looking further ahead, Kehoe said that in ten years’ time Birmingham would be in a unique position as the UK’s only HS2 connected airport, which would grow the catchment into London, with high speed trains serving the airport from the capital in around 30 minutes.

He said that, with this in mind, “we are working on our master plan to look at options which maximise the benefits of HS2 for Birmingham, the wider region, airlines and passengers. This will allow us to scope out how we can create a truly integrated passenger network that can take the pressure off the overheated London system and transform our facility from a 25 million potential passenger site to 60 million plus in the future”. ■

*“In 2016 we celebrated the busiest 12 months in our 75-year history and were crowned the most punctual airport in the world”*

# NEW ARRIVALS BUILDING AT STANSTED

*London Stansted Airport has announced plans for a new £130 million arrivals building with improved immigration facilities and check-in to cater for growing passenger numbers*

The new 34,000 square metre building, expected to take up to three years to complete, spans three levels and is designed to support growth from the current figure of 24 million passengers a year to the current planning limit of 35 million, enhancing the overall passenger and airline experience.

It includes plans for a larger immigration and baggage reclaim area, new retail facilities and a public forecourt to create a relaxing and welcoming environment. The plans would enable the current terminal building, created by Lord Norman Foster over 25 years' ago, to be reconfigured and dedicated entirely to

departing passengers, creating more space at check-in, security and within the international departures lounge. Improvements to the existing terminal are due to be finished by 2022.

Airport CEO, Andrew Cowan, said: "These plans mark the latest phase in Stansted's transformation and enable us to support further growth over the next decade and give our passengers the facilities that they want. Since MAG acquired the airport in early 2013, we have turned Stansted into one of the UK's fastest growing airports. It has always been our vision to invest in its infrastructure to create the best experience for our growing number

of passengers and airline customers and we have already invested over £150 million to update our terminal and satellite facilities, created 1,000 more jobs, added over 40 new destinations and increased passenger numbers by nearly seven million.

"Our investment will boost competition and enable the airport to play a bigger role in supporting economic growth, jobs and international connectivity across the East of England and London. Subject to planning consent, the next stage will be to develop our concept designs ahead of awarding any contracts for the construction works".



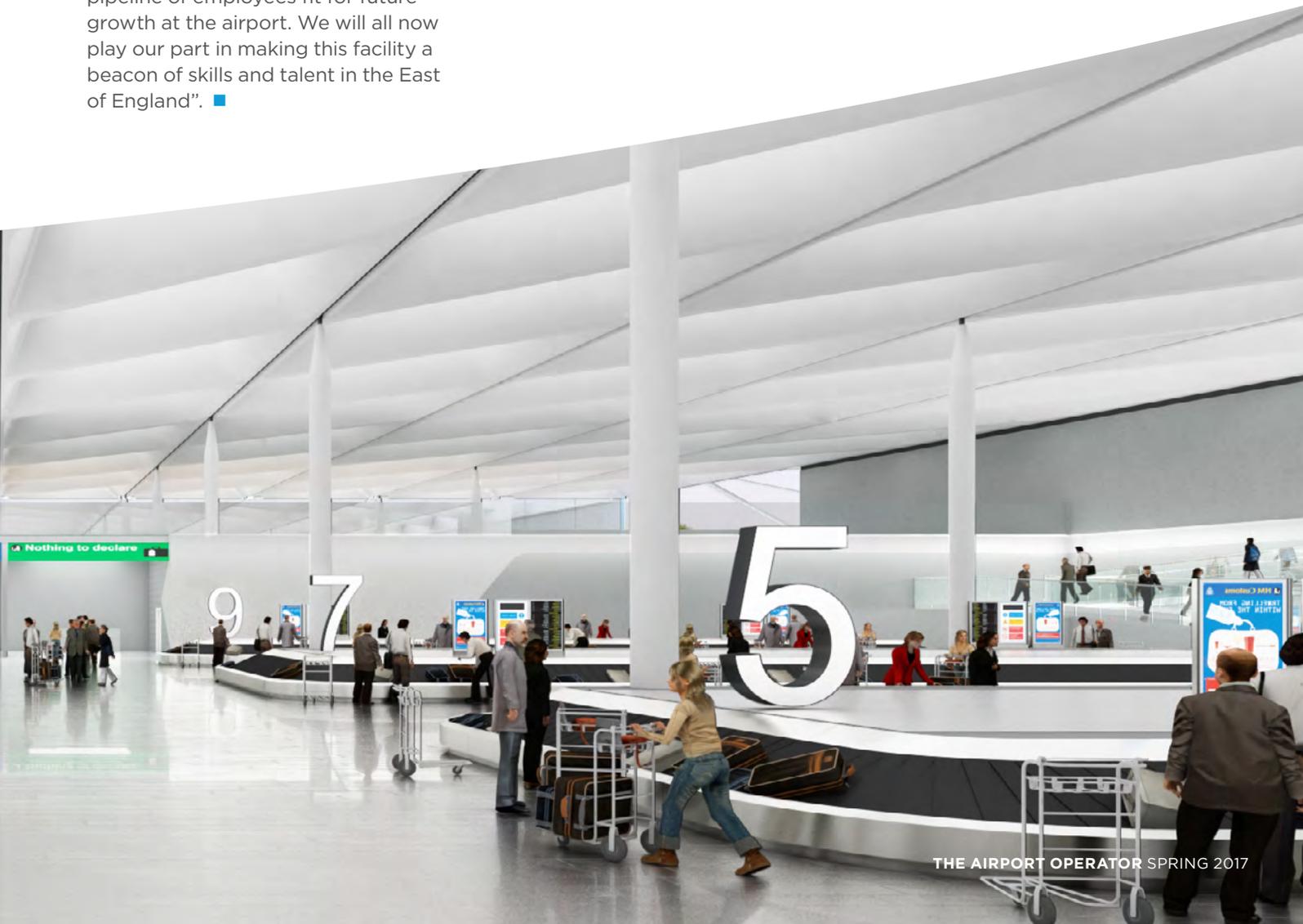
Uttlesford District Council is expected to consider the planning application for the new arrivals building within the next few weeks.

Meanwhile, a new technical and professional skills centre at the airport has secured £3.5 million of Government funding. The plan for the centre, developed by Harlow College and supported by Essex County Council, is aimed at meeting a skills gap in aircraft engineering.

Cowan said: “Securing, developing and retaining the right talent and skills at a growing airport like Stansted is critical to our business, our 200 on-site business partners and the long-term prosperity of our region. Over the last two years we have worked closely with the South East Local Enterprise Partnership, Harlow and Essex to develop and deliver an on-site further education facility which will help to address the growing skills gap in areas like engineering, logistics and customer service and develop a pipeline of employees fit for future growth at the airport. We will all now play our part in making this facility a beacon of skills and talent in the East of England”. ■



*“Securing, developing and retaining the right talent and skills at a growing airport like Stansted is critical to our business”*





# THREE SPECIALIST AOA CONFERENCES AT LANDMARK VENUES THIS SPRING AND SUMMER

*Environment, airport security and operations and safety will be the themes for the AOA's popular specialist conferences this spring and summer*

**B**uilding on record attendances in 2016, each of the conferences will focus on business – critical industry topics and each will be held in attractive and distinctive venues.

AOA Operations, Safety & Commercial Director, Roger Koukkoullis, says that the conferences are popular with airport and non-airport delegates alike because they are “specifically focused, compact and accessible. The topics are typically the hot industry issues and we reflect challenges, progress, successes, costs, policy, regulation, threats and new reality, prospects and industry challenges, European and world influences on each of the subjects at high level”.

First up will come the Environment conference on 26 April, which is likely to be held soon after the Government launches a new consultation on aviation-related carbon emissions, noise and air

quality – the first of seven expected consultations that will pave the way for a new Government Aviation Strategy for the next decade to be launched in 2018.

Fittingly, the conference will take place at London's Royal Victoria Docks in The Crystal, one of the world's most sustainable buildings and home to a permanent exhibition about sustainable development. Since it opened in 2012, the Crystal has become a global hub for debate on sustainable living and development.

The two-day Airport Security conference on 15 and 16 May follows last year's terrorist attack at Brussels Airport. Airport directors and senior managers with responsibility for airport security will join industry suppliers, regulators and Government officials to discuss national policy and reflect on global security issues, including lessons to be learned from Brussels.

The setting for this conference will be Mottram Hall, an elegant mansion dating from 1721, which is just seven miles from Manchester Airport.

The Operations and Safety conference to be held over two days on 19 and 20 June attracts directors and senior managers from airports of all sizes, as well as airport fire representatives, safety professionals, regulators and policy makers. They will tackle a crowded agenda that will include drones, technology and innovation, safety systems, audit compliance and assurance and regulation and policy.

This conference will take place at Carden Park, a luxury country hotel near Chester that describes itself as “Cheshire's country estate” and is home to the county's largest commercial vineyard. The venue offers ample exhibition space. ■

# INNOVATIVE BAGGAGE HANDLING

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*Heathrow Terminal 3 has introduced an innovative baggage handling system that manufacturer, Vanderlande, says: “takes the heavy lifting out of loading”*



Following testing at Terminal 3 and Terminal 5, Vanderlande has supplied and installed 72 STACK@EASE units as part of the terminal's integrated baggage system. The new facility is the most advanced baggage system in Europe with a baggage handling capacity of up to 7,200 bags per hour. The system is designed to cut the time it takes to get bags ready for a flight to 90 minutes or less. Heathrow handles over 185,000 bags a day through a system comprising 30 miles of conveyors.

STACK@EASE works as an extension of the handlers' normal operations

to minimise their physical workload, helping to increase productivity and reduce the risk of manual handling injuries. Vanderlande says that it can fit seamlessly into baggage handling systems around the world with minimal disruption to existing layouts.

Commenting on what it feels like to use the system, Anand Sood, Cobalt ground services baggage training duty officer said: "I didn't really believe it at first, but the process was just as fast using the STACK@EASE as it was with manual loading, with so little effort. I could easily do my job this way all day long. The movement I make feels so natural that I don't have

to force it one way or the other, as it automatically gauges the weight of the load and counterbalances it".

Vanderlande's baggage handling systems move 3.2 billion pieces of luggage around the world per year – that is 8.8 million per day. Its systems are active in 600 airports, including 14 of the world's top 20. ■



[Click here to watch a short film exploring how STACK@EASE helps to take the heavy lifting out of baggage handling.](#)

*"The new facility is the most advanced baggage system in Europe with a baggage handling capacity of up to 7,200 bags per hour"*

*This film is part of news and current affairs-style programme 'Airport Matters 2016' which was premiered on 21 November at the AOA's Annual Conference in London.*

## **VANDERLANDE**

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Vanderlande is the global market leader for value-added logistic process automation at airports. Its systems are active in 600 airports including 14 of the world's top 20. Vanderlande's extensive portfolio of integrated solutions – innovative systems, intelligent software and life-cycle services – results in the realisation of fast, reliable and efficient automation technology, ensuring all baggage arrives on time at the correct destination. Vanderlande's airport partnership covers the design and build of high quality baggage handling systems including TUBTRAX, one of our individual carrier systems.

> [vanderlande.com](http://vanderlande.com)

**MOVING YOUR BUSINESS FORWARD**



# FLYING EYE HOSPITAL AT STANSTED

*On 11 March Stansted Airport will welcome an unusual and one of a kind aircraft to their runway*

**T**he Orbis Flying Eye Hospital is a unique ophthalmic training facility that educates medical teams across the globe, equipping them with further skills to treat preventable blindness within their communities.

There are 285 million blind or visually impaired people worldwide and 90% reside within developing counties where eye care can be too expensive or too far away to reach. Positively there is much that can be done – 80% of blindness and vision loss is preventable or treatable meaning there are millions of people whose lives can be changed through

surgery or even by receiving a simple pair of glasses. With the right access to treatment, their sight could be restored. That's where Orbis comes into play.

Since 1982, Orbis has provided specialised training opportunities to medical professionals in more than 90 countries through their aircraft and long term programmes. In addition to transferring skills., Orbis also strengthens hospitals, screens for and treats eye diseases and educates local communities in eye health.

In June 2016, Orbis unveiled their brand new 'Third Generation' Flying

Eye Hospital. More than six years in the making, the new facility can be found within an MD-10 aircraft which features the latest in medical and aviation technology. Considered aircraft cargo, the hospital consists of an operating theatre, a 46 seat classroom and pre and post-op spaces. Upgrades from the previous model include the latest in 3D broadcasting technology, transmitting images straight through the operating theatre to the classroom, so trainees have essentially the same view as the surgeon whilst they are peering down the microscope and undertaking surgery.



*“The Orbis Flying Eye Hospital is a unique ophthalmic training facility that educates medical teams across the globe, equipping them with further skills to treat preventable blindness within their communities.”*

The plane, which will be open to Orbis’s supporters for a week, will provide visitors with the opportunity to understand more about how this amazing union of aviation and medical technology can not only train doctors and nurses, transform lives through treatment, but also draw attention to the issue of preventable blindness and how much can be done to tackle the situation. Notable figures to come aboard the charity’s plane over the years include Fidel Castro, Mother Teresa and Oscar nominated Gladiator actor, Djimon Hounsou, has recently lent his support to take people on a virtual reality tour around the aircraft. Take yours now by visiting: [www.orbis.org/flying-eye-hospital-uk](http://www.orbis.org/flying-eye-hospital-uk)

Since 2006, AOA has been a dedicated supporter of the Orbis, raising over £90,000 through our Annual Dinners. This money is enough to provide 750 three day training courses for doctors on board the Flying Eye Hospital or could provide the equivalent of 8,500 pairs of corrective eye glasses for children enabling them to get full benefit from their schooling and playing with friends. ■





# CORNWALL NEWQUAY: FASTEST GROWING UK AIRPORT

*Cornwall Airport Newquay, the UK's fastest growing airport, has announced a new connection to Cork, better connections with transatlantic flights from Dublin and increased frequency on five of its services to UK cities*

**A**er Lingus Regional will launch a new twice-weekly seasonal service to Cork on 6 May, prompting Al Titterington, Managing Director, Cornwall Airport Newquay, to forecast a boost in tourism for both Cornwall and southern Ireland – noting that the UK is Ireland's largest market for inbound tourism and Cornwall is the UK's number one tourist destination.

The Cork announcement follows news that from 27 March Aer Lingus Regional will operate a new flying schedule for 2017 which will allow for improved connections to the Irish flag carrier's second daily wave of transatlantic flights from Dublin. With most flights arriving in Dublin at midday, passengers will benefit from improved connections to Boston, Chicago O'Hare and New York JFK and will be able to complete US immigration pre-clearance in Dublin before boarding connecting flights.

Meanwhile the airport's largest airline partner, Flybe, has announced frequency increases on five of its UK routes this summer – Belfast City, Birmingham, Glasgow, Leeds and Manchester. Where last year Flybe offered 51 weekly flights from the airport, this year there will be a 25% increase to 64 weekly flights.

Titterington said: "Having recorded an extraordinary 48% year-on-year growth last year, we are officially the fastest growing airport in the UK. Whilst we don't expect another year

of growth at last year's levels, we certainly expect further development. I fully expect that we will be announcing more new routes during 2017, taking the airport close to record levels". ■

*"Having recorded an extraordinary 48% year-on-year growth last year, we are officially the fastest growing airport in the UK."*



## AIRPORTS SAFETY WEEK 2017

Following the huge success of the **UK's inaugural airports safety week** last year, which attracted over 3,000 participants, the week is to be held again at airports across the country from 8 to 14 May.

This year's event will build on the 2016 success and will be based on support from the Civil Aviation Authority and guidance from the AOA's airport and non-airport members. Using experience from last year and new ideas, it will seek to attract an even wider range of participants from every part of the airport community – not just airport staff, but also airlines, air traffic controllers, ground handling service providers, emergency services, local schools and members of the public.

As before, the objectives of the largest airport safety event in the UK will be to improve standards, educate, learn from others and share knowledge, using traditional and social media to ensure that the safety message reaches the widest possible audience. The 2017 week will offer more incentives for sponsor, advertising and branding partnerships.

The diverse range of activities is expected to encompass practising resuscitation, runway inspections on foot, weighing foreign object debris, awareness of drink and drugs and discharging water from fire trucks.

Themes and activities will include safety poster competitions with local schools, school visits, safety quizzes and competitions, maintaining optimal health around shift work, first aid training, runway incursion awareness, runway walks, rescue and fire-fighting service open days and air traffic control safety briefings.

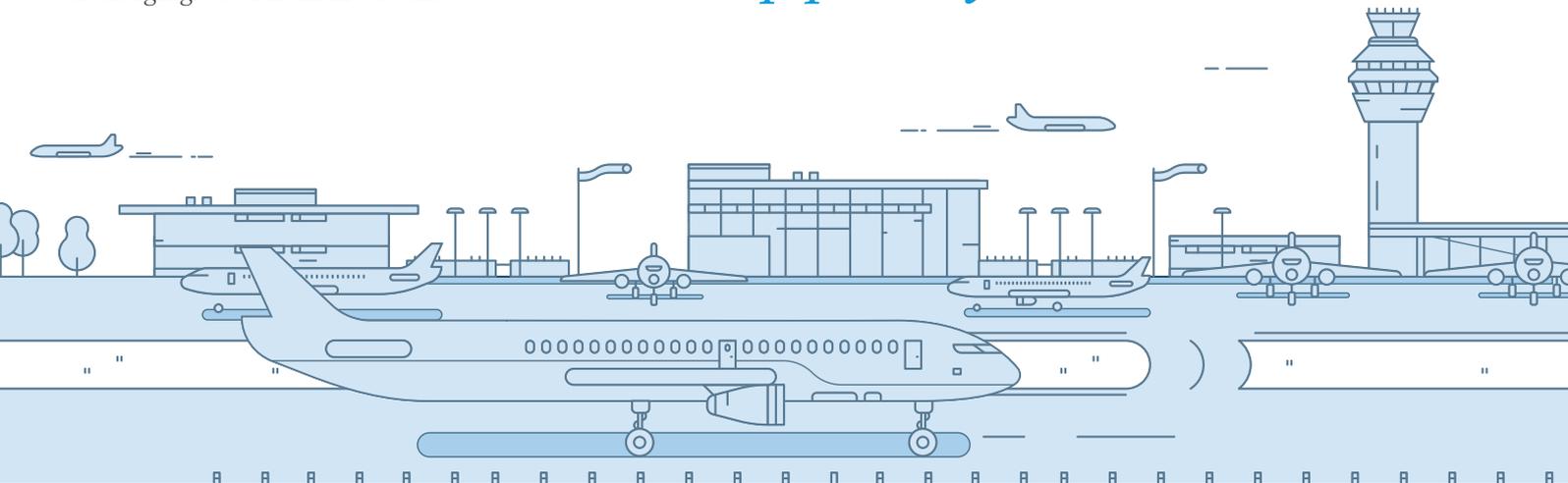
Roger Koukkoullis, the AOA's Operations, Safety and Commercial Director, said: "Last year was a resounding success story which exceeded expectations. The commitment by the most senior airport personnel helped to ensure that our goals were achieved and airports demonstrated beyond doubt that safety is their top priority. By putting on a dynamic demonstration of commitment to safety

we made a national statement to an international community. We captured the imagination of so many people and set the bar high for this year's event.

It remains important to keep safety at the forefront of people's minds and we will continue to promote the UK airport safety culture and philosophy with an event in May every year. I am confident that this event will go from strength to strength, with a snowball effect as we work together to discover and explore new opportunities.

The standards of safety at our airports and across our industry are amongst the best in the world for a reason – and that reason is an impressive collaborative effort between the industry and the regulator".

*"Last year was a resounding success story which exceeded expectations. The commitment by the most senior airport personnel helped to ensure that our goals were achieved and airports demonstrated beyond doubt that safety is their top priority."*



## MANCHESTER VOTED “BEST UK AIRPORT” AND JOINS EUROPE’S TOP 20

Travel agents have voted **Manchester Airport** the best in the UK for the third year in a row.

The airport won the title in the 2016 Globe Awards hosted by Travel Weekly, beating off competition from Birmingham, Heathrow and Liverpool and crowning a successful year which saw it record an all-time passenger record of 25.6 million and open new routes to Beijing, Boston, Houston, Los Angeles and Phuket.

Following growth of 17.7% in January the airport broke into the European Top 20, displacing Stockholm Airport.

This year will see Manchester launch a new route to San Francisco with Virgin Atlantic and Thomas Cook, making it

*“Manchester Airports Group offers the country’s two biggest airports with spare runway capacity.”*

the only UK airport outside London to offer the route.

Manchester Airports Group Chief Executive, Charlie Cornish, has called on the Government to consider both Manchester and Stansted, also owned by the group, as part of its aviation strategy planning.

Cornish said: “Manchester Airports Group offers the country’s two biggest

airports with spare runway capacity. We now need the Government to prioritise through its industrial and aviation strategies the question of how it is going to make the best use of the runway capacity we have in this country, by improving access to airports with capacity which are now growing significantly. Airports like London Stansted and Manchester can take the strain over the next decade and help deliver the vision of a global Britain”.

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## CARBON NEUTRAL FUELLING

**Air BP**, which supplies fuel at 39 UK airports, has become the first aviation fuel supplier to achieve carbon neutrality for its into-plane fuelling services.

The achievement, assured by a specialist independent sustainability company, involves quantifying greenhouse gas emissions at Air BP operated locations from the point at which fuel is delivered to onsite airport storage facilities to the sale of fuel at the aircraft wing tip. Carbon credits were purchased, with the support of BP Target Neutral, which invests in low carbon development projects around the world, to offset the emissions.

Air BP has made a 10-year commitment to retaining the accreditation by adhering to a carbon reduction plan which targets a five percent reduction in carbon

*“We are extremely proud to achieve this significant accreditation. It demonstrates we are 100% committed to our environmental strategy, as well as supporting the aviation industry’s ambitious carbon reduction goals”*

emissions. This will be achieved by driving efficiency in start/stop technology on vehicles, improving operational efficiency of waste management and stock management and maximising the options for supplying biofuel. Any residual emissions will be offset.

Air BP Vice President, Jon Platt, said: “We are extremely proud to achieve this significant accreditation. It demonstrates we are 100% committed to our environmental strategy, as well as supporting the aviation industry’s ambitious carbon reduction goals”.

## HEATHROW'S "MILESTONE YEAR"

**Heathrow Airport** stakeholders have until 25 May to give the Government their views on the airport's plans for a new north west runway.

Launching the 16-week consultation on 2 February, Transport Secretary, Chris Grayling, emphasised the need for the airport to comply with environmental obligations and to be "a better neighbour to those living nearby".

Grayling said: "The Government will only grant development consent if Heathrow Airport can demonstrate that expansion can take place within legal air quality limits. I am confident that the Heathrow Airport North West Runway scheme can be delivered within our climate change obligations. An expanded Heathrow

must be a better neighbour to those living nearby. A series of noise mitigations, including periods of predictable respite, will need to be binding planning requirements if planning consent is to be granted. We expect the airport to bring forward a community compensation fund to share the benefits from expansion with those affected".

A final decision on the granting of planning consent is expected in 2020 or shortly afterwards.

The consultation follows what the airport's owners described as "a milestone year" in 2016, the 70th year since it first operated commercial flights, when the Government announced its support for the new runway, the first new full-length

runway in the South East to be approved since the Second World War.

It was also the year when Heathrow saw a record 76 million passengers (a 1% increase on 2015) attributed to the introduction of larger, quieter, more efficient aircraft. In 2016 40% of passengers travelled on new generation aircraft, such as the Airbus 380 and 350 and Boeing's Dreamliner. Cargo traffic was up 3% to 1.5 million tonnes.

The airport also celebrated winning three awards: Best airport in Western Europe (voted for by passengers in the Skytrax Global Airport Awards, for the second year), best airport for shopping (for the seventh year) and best airport terminal for Terminal 5 (for the fifth year).

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## NEW FIRE CONTINGENCY SERVICE

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**Securitas UK** has announced the launch of a new Fire Contingency Service for UK airports.

The company says that the service will provide a highly effective and scalable response mechanism – designed to provide operators with the confidence of seamless protection for people, premises, aircraft and assets, as well as compliance with legal obligations.

The Fire Contingency Service – which Securitas says is unique in the UK – provides emergency cover for airports of any size, in situations where they experience unforeseen manpower shortages at both senior and operational level. These could result from sickness, injury, large-scale incidents or simply unexpected fast growth.

The service provides the capability to deploy Aviation Fire Officers to support customers' existing provision – either quickly in crisis scenarios or providing longer-term cover as appropriate. It is tailored to each airport's specific operational needs.

A notable customer for Securitas' Fire Contingency Service is London Fire Brigade, which contracted the company in November 2014. Crews have since been deployed on numerous occasions, and other brigades have subsequently followed suit.

Paul Rankin, the company's Director of Fire & Aviation Services, has masterminded the service. He reflects: "With fire authorities and a number of private sector organisations realising the many benefits of having fire contingency services, I believe that airports are a bit behind the curve, especially when you consider that they're part of our critical national infrastructure. They would do well to follow the example set by local authority fire services and have contingency services in place."

All of Securitas' Aviation Fire Officers have been trained at an aviation Approved Training Provider and the Fire Service College at Moreton-in-Marsh. Over 600 of its contingency officers have been trained at the world-renowned facility, making Securitas its largest customer.

Rankin added: "We can work with airports to plan, implement and operate this essential and highly professional capability – so that they are completely ready for both the expected and unexpected whilst always maintaining the highest quality service."

Rankin brings 30 years' experience in airfield operations including Director of Regulatory Compliance, Head of Airfield Operations, Airport Director and Deputy Chief Fire Officer roles.



*“We can work with airports to plan, implement and operate this essential and highly professional capability – so that they are completely ready for both the expected and unexpected”*

## BRITISH AIRWAYS RETURNS

British Airways is to re-establish flights to Europe from Birmingham, Bristol and Manchester Airports after a ten-year absence.

Manchester Airport will see British Airways, which already flies to London Heathrow, reviving axed routes to Nice and Malaga, while adding new routes to Alicante, Ibiza, London City, Mykonos and Palma.

Flights will operate from Birmingham and Bristol to Florence, Ibiza, Malaga and Palma.

Birmingham Airport's Chief Operating Officer, David Winstanley, said: "Having British Airways return to Birmingham is not only great news for the airport but also the Midlands region and we are confident that this is the beginning of a long-term growth plan with the airline".

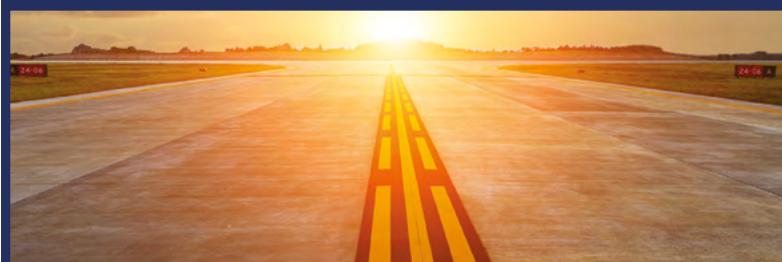


Bristol Airport's Chief Executive, Robert Sinclair, said: "We are delighted with this announcement which will see the iconic British Airways brand returning to Bristol

Airport. It will be the first time an airline has operated a scheduled service from Bristol to the historic Italian city of Florence and we are sure it will prove very popular".



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