

Transport Secretary opens first stage of development

The first phase of development plans which will ultimately enable Bristol Airport to handle 10 million passengers a year was officially opened by the Secretary of State for Transport on 22 June.

The visit of Rt Hon Justine Greening MP, pictured with Bristol Airport's Chief Executive Officer, Robert Sinclair, coincided with the completion of three new aircraft stands – the first of more than 30 separate projects which will enable growth over the next decade (more details about the new aircraft stands and the benefits they bring can be found on page five).

Future developments will include the extension of the terminal building to almost double its size; a new public transport interchange; further aircraft parking stands; and an on-site hotel. Meanwhile, improvements to existing facilities continue to be made, with an additional immigration facility opening this

summer and an expanded security search area in place to increase the efficiency of these essential processes and reduce queues at peak times.

Staff will also be in place to help customers make use of automated 'E-Gates' when arriving in the UK. These state-of-the-art machines scan passengers' faces and check them against their passport photo, allowing a smooth and efficient journey through the UK border for legitimate passengers. They can be used by any UK or European passenger aged over 18 who has a new e-passport with an electronic chip, and are overseen by UK Border Agency officers. The E-Gates will be available for all arriving flights this summer.



Radar signals commitment to quality

Passenger facilities may be more high profile, but investment in new technology on the airfield is not only essential to safety but can be just as important in delivering good customer service and enabling future development to take place. That is why Bristol Airport has made a multi-million pound investment in a new primary radar system, supplied by SELEX Systems Integration.

SELEX's proven ATCR33 radar provides 24/7 radar approach services, giving airlines and air traffic controllers access to state-of-the-art digital technology to ensure safety and reliability today and for many years to come.

Bristol wins gold award for business travel

Bristol was named 'Best UK Airport' at the prestigious Business Travel Awards in January. The Airport took the top award in front of 1,200 travel industry guests at London's Grosvenor House Hotel, seeing off competition from London City, Gatwick, Birmingham and Manchester.

An independent panel of judges, including travel managers from major organisations such as EADS, Alcatel-Lucent, Tesco, HSBC and E.ON, commented on Bristol Airport's proactive approach to corporate customers. A dedicated sales team works with businesses and agents across the South West and Wales to understand their travel needs and further develop the Airport's offer for business passengers.

Other initiatives include a dedicated newsletter for business travellers, the

introduction of free Wi-Fi internet access in the terminal, and plans for a 'business friendly' boarding gate for use by airlines serving key business routes.

It was also a successful night for AIR FRANCE KLM, which operates three daily flights to Paris and four daily flights to Amsterdam from Bristol Airport. The full-service carrier won the 'Best Airline Worldwide' category.

It is estimated that around 15 per cent of passengers using Bristol Airport are travelling on business.



Woodland improvements at heart of nature conservation strategy

Local charity, Goblin Combe, has been commissioned to implement the first phase of Bristol Airport's Nature Conservation Strategy which will help to mitigate the effects of development over the next decade. The charity - which is committed to delivering educational, training and employment programmes to young people and those at risk of social exclusion – is undertaking woodland management and nature conservation work in Cornerpool Farm, located to the south of the Airport.



“Nature conservation is a key consideration in our development plans. We have a clear strategy to mitigate any effects on biodiversity and, in some cases, even improve the environment around the Airport for wildlife. It is particularly pleasing that we can work with a local partner like Goblin Combe to put this strategy into action.”

Alan Davies, Planning and Environment Director at Bristol Airport

“We are grateful to Bristol Airport for having the confidence in Goblin Combe and the courage to be the forerunner in using our services to deliver their woodland management programme.”

Andrew Tandy, Chief Executive of Goblin Combe.

Cornerpool Farm, one of a number of newly designated conservation areas that, formed part of the original World War Two airfield which was a forerunner of the current Airport.

It includes a small wood which will be extended through the planting of native trees and managed to promote natural regeneration and enhance species diversity.

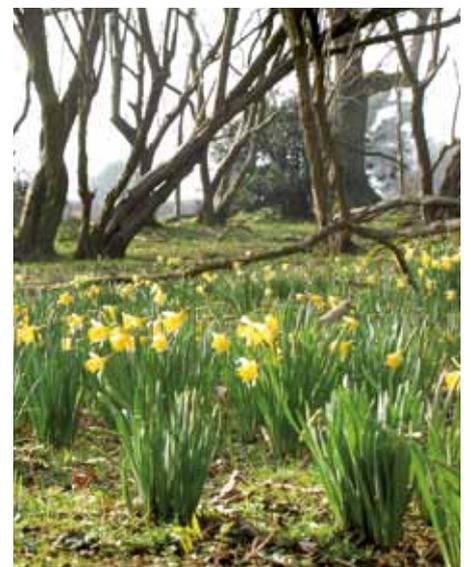
Surviving wartime buildings will be adapted to provide roosting opportunities for bats and enhanced habitats for reptiles and amphibians will be created. In addition, hedgerows bordering farmland to the south of the airport will be infilled with new native plants to enhance the foraging areas for bats. The grazing and management regimes for the areas have been modified, in conjunction with local farmer, Roger Ashman, to benefit particular bat species.

Working with Remploy, Goblin Combe is using the project to deliver an employment training programme to 20 individuals facing barriers to employment. They are carrying out coppicing and tree planting in the wood to promote nature regeneration



and enhance species diversity. Airport staff will also be offered the opportunity to get involved, with volunteering and team-building activities encouraged, under the stewardship of the Goblin Combe team.

The Nature Conservation Strategy focuses on areas least affected by light spill from the Airport's operations. New planting and habitat creation will link the existing 'darker' areas of habitat around the edge of the Airport and reinforce existing links so that a route is provided for foraging fauna.



Passenger experience

New Flyer timetable gives round the clock service



Timetable changes introduced in April mean that the Flyer bus service, which links the Airport to Bristol city centre and Temple Meads station, now operates round the clock. Passengers arriving at the Airport late in the evening or in the early hours of the morning will have a shorter wait when using public transport for their onward journey.

Previously there were no services between 12:50am and 3:05am, but the new timetable now includes 11 journeys from the Airport to Bristol between midnight and 6:00am. Access to the Airport has also been improved, with the number of early morning services from the city centre increasing from five to eight. As well as benefiting passengers, these additional journeys also make it easier for staff working early shifts to get to work. The Flyer is already used by Airport employees, with staff journeys up 20 per cent in the past 12 months.

Over 600,000 passengers used the Flyer in 2011 following the replacement of the fleet with 12 new vehicles. The service runs every ten minutes during the day, and buses feature free Wi-Fi and power-points for charging laptops and mobile phones. The increased frequency of services also improves access to onward connections on coach and rail networks. Train tickets can be purchased from the Fast Ticket machine in the terminal.

Bars and restaurants get £150,000 makeover

Work has been completed on improvements to Bristol Airport's bars and restaurants as part of a project to improve ambience, accessibility and comfort for passengers. Over £150,000 has been invested by travel food specialists, SSP, ahead of the busy summer season.

The terminal's table service restaurant, Dexters, has undergone a makeover, with new furniture and lighting introduced to create a more relaxed atmosphere. An updated system also makes it easier for customers to calculate costs when choosing from the menu, while a new ten minute service guarantee on selected items provides peace of mind for those in a hurry.

Bar Zero9, the Airport's largest bar, has also seen improvements aimed at delivering better service to the thousands of customers it hosts every day. Distinct eating and drinking zones have been introduced to create a welcoming environment for large groups and lone travellers alike, while a 'fan zone' will be equipped with new plasma screens for use during major sporting events such as Euro 2012 and the Olympics. Reserved areas and host service can also be booked in advance online (www.bristolairport.co.uk).

Work has also taken place in the popular Burger King in departures, where the brand's new look will be introduced along with new seating. The Seafood Bar has also been rebranded as a Wine & Deli Bar, widening the menu to include regionally sourced food such as Wiltshire ham, Somerset cheeses and locally caught fish, and introduces a new concept in 'wine flights' – small samplers of three different wines.

As a result, families heading off on holiday this summer will be able to enjoy a wider range of food and drink options when waiting to board their flights. Business travellers will also benefit from a more comfortable environment in which to work and relax.



The new look Burger King in departures.

Social media update

Bristol Airport is now on Facebook. The page features news and views on routes, facilities and future plans. You can also 'like' the page (www.facebook.com/BristolAirport) for access to exclusive offers, discounts and competitions. Fans of social

media can also follow @OfficialBRS on Twitter.



New nail bar opens

To make sure you arrive at your resort or business meeting looking good, a new beauty service is now available in the departure lounge. Stylish new nail bar, Nailport, offers all the latest in nail technology, so why not enjoy a quick file and polish while waiting for your flight?

New horizons for holidaymakers this summer

Four new destinations can be reached by direct flights from Bristol Airport this summer, with airlines and tour operators adding more choice for travellers looking for new places to explore.

easyJet has introduced a three-times weekly flight to Naples, Italy's third largest city. The new route makes visiting some of the country's most famous attractions more accessible, with Mount Vesuvius, Pompeii and the Amalfi Coast all within easy reach.

Ryanair added the Polish city of Lodz and Hungarian capital of Budapest to the list of routes it serves from Bristol – which now totals 29. Both make great destinations for city breaks.

Finally, Thomas Cook is flying sun-seekers to Skiathos this summer. This island gem in the Aegean is the perfect place to head for some well deserved rest and relaxation, and is sure to become a popular haunt for South West holidaymakers.

Helvetic confirms summer schedule

Following its launch of a Bristol-Zurich service in December 2011, Helvetic Airways has confirmed it will continue operating the three-times a week service throughout the summer. Flights will operate on Wednesday, Friday and Sunday.

In the short time the route has been operating it has proved popular with people from across the South West, providing businesses with Swiss links with convenient access to the country's major financial centre. It will also bring Swiss visitors to the region this summer, giving a boost to the local tourism sector.



A tale of two capital cities

Two new route announcements by Bristol Airport based airlines have taken the number of European capital cities served to 13. Ryanair has revealed plans to fly to Warsaw Modlin three times a week from the end of October while easyJet will serve Copenhagen four times a week from the end of September.

Copenhagen has long been on the list of most wanted destinations for passengers across the South West and Wales, and Scandinavian services have proved popular in the past – not only attracting outbound passengers but also bringing thousands of visitors to the region.

Warsaw becomes the eighth Polish city served from Bristol, further strengthening the connectivity between Poland and the South West, improving links for leisure and business travellers, as well as the substantial Polish community in the region.



In addition to domestic capitals (Belfast and Edinburgh), the following European capital cities are served direct from Bristol Airport.

City	Country	Airline	Flights per week
Amsterdam	The Netherlands	KLM, easyJet	38
Berlin	Germany	easyJet	6
Bratislava	Slovakia	Ryanair	2
Brussels	Belgium	Brussels Airlines	16
Budapest	Hungary	Ryanair	2
Copenhagen	Denmark	easyJet	4
Dublin	Ireland	Aer Lingus, Ryanair	28
Lisbon	Portugal	easyJet	3
Madrid	Spain	easyJet	6
Paris	France	Air France, easyJet	25
Prague	Czech Republic	easyJet	5
Rome	Italy	easyJet	7
Warsaw	Poland	Ryanair	3

'Great' welcome for visitors this summer



Visitors arriving at Bristol Airport from overseas are being greeted by eye-catching posters welcoming them to Great Britain. As part of the Government's 'GREAT BRITAIN'

campaign, images of Glastonbury, Stonehenge and local animated icons,

Wallace and Gromit, adorn the walls of the arrivals hall.

The campaign was originally rolled out in foreign cities to attract people to the UK in 2012, but has been extended to airports – the first experience of Britain for the vast majority of visitors. Bristol Airport has provided advertising space free of charge to support the campaign's aims.

The terminal will also feature an Olympics theme this summer, in recognition of local links to London 2012. With sailing in Weymouth and football in Cardiff, Bristol Airport will be a gateway to the Games for many visitors.

Tourism team take Bristol and Bath to the big apple



Jason Wescott and Shirley Knight fly the flag for Bristol Airport in New York.

Bristol Airport teamed up with Destination Bristol and Bath Tourism Plus to attend the New York Times Travel Show earlier this year. It was the fourth time the Airport has supported a South West presence at the influential exhibition, and once more promoted the region to thousands of potential American visitors.

Although there is currently no direct link between Bristol and the US, four American cities can be conveniently accessed via Dublin with Aer Lingus. Passengers clear US customs and immigration while making their connection in the Irish capital, arriving in the States as domestic passengers and bypassing queues.

Connections to North America are also available with Air France, KLM and Brussels Airlines – the latter having recently launched a flight to New York's JFK Airport from the Belgian capital, which is itself served three times daily from Bristol.

Research shows that 88 per cent of people attending the Show are likely to purchase a trip as a result. Bristol and Bath were the only British destinations represented, meaning that the team were able to sell the benefits of basing a UK visit in the South West, particularly with London expected to be busy during the Olympics.

Roadshows spread the word across region

Bristol Airport's sales and marketing team will be spreading the word about new flights and improved facilities to people across the South West and Wales through a series of roadshows throughout 2012.

Activity kicked off in Swindon in May with promotional activity highlighting the convenient onward connections from Bristol Temple Meads station for those travelling by train. Easy links to the Flyer express bus service makes access to Bristol Airport quicker than the journey time to Heathrow for many people in Wiltshire. Approximately 400,000 passengers per annum from the county already use Bristol Airport, but a growing route network and improved facilities should make it an even more attractive option.

Visits to Gloucester, Cheltenham, Bournemouth and Swansea are lined up later in the year – all places where many passengers make the long journey to London in order to fly. The Bristol Airport team will be on hand with information about new routes, public transport options and new facilities, with the aim of persuading local people that there is a convenient alternative closer to home.

Look out for the Bristol Airport team in your town or city for the chance to win flights and holidays.

Snow place like home

Following several consecutive harsh winters, Bristol Airport invested in new snow clearing equipment last year, including a snow blower, sweeper and two multi-purpose vehicles ideal for manoeuvring on aircraft stands.

Predictably, the South West then experienced one of its mildest winters for years! But, the newly bolstered snow clearing fleet still needs somewhere to live, which is why a new snow

base has been constructed on the south of the Airport site.

Measuring over 1,500 square metres, this sizeable structure has been specially engineered to minimise visual impact. It has capacity to accommodate future additions to the snow clearing fleet and is well located to give easy access to that most important piece of infrastructure - the runway.

Local company provides fixed electrical ground power solution

Three new aircraft stands which mark the first phase of Bristol Airport's development over the next decade (see front page) feature electrical ground power units installed by a local North Somerset company, Powervamp Ltd.

The Weston-super-Mare based firm specialises in power systems for the aviation and automotive sectors. With clients all over the world, the Powervamp team regularly use Bristol Airport as passengers, and the company can now add its local airport to a growing list of customers.

By increasing capacity for aircraft parking, the stands are vital in enabling more airlines and routes to operate to and from Bristol Airport in future. Over 15,000 tonnes of recycled aggregates were used in their construction, and half a mile of acoustic fencing has been installed to help shield local properties from aircraft ground noise. Strict rules govern the use of aircraft auxiliary power units and mobile diesel units on the new stands in order to reduce noise levels. As a result, fixed electrical ground power sources are essential for aircraft to run on-board electrical systems while on the ground.



Our community

Local Community Fund off to a flying start

The fund set up to benefit the community around Bristol Airport made its first donations in March, supporting five projects in local parishes. The Bristol Airport Local Community Fund has been established to invest in a range of local projects which benefit the local community and the environment. It is one of the commitments agreed with North Somerset Council in connection with the Airport's planning permission for development over the next decade.

The Fund receives £100,000 per annum, with this figure increasing in line with future growth in passenger numbers. At the first meeting of the Fund's management committee (which includes representatives from the Airport and North Somerset Council, and is independently chaired) support for five projects was approved, with grants totalling £18,500. Successful applications, which will receive contributions ranging from £500 to £12,000, included a puffin crossing on the A370 in Backwell (pictured), a farm project at Court de Wyck Primary School in Claverham, and kit for a new junior football team in Felton.

The Fund's purpose is to help mitigate the impact of the Airport's operations and to give something back to surrounding communities who are situated in close proximity to the site. Other projects which could be eligible for support include improvements to transport infrastructure, measures to reduce community severance, educational projects and local sustainability initiatives. The Fund's area of benefit includes the parishes of Winford, Wrington, Backwell, Brockley, Cleeve and Barrow Gurney.



For further information please contact the Bristol Airport Local Community Fund Administrator on 01275 473615 or email communityfund@bristolairport.com.

Return of popular tower tours

Throughout last summer, Bristol Airport's Community Relations Manager, Mike Littleton, reached new heights in his role liaising with local Parish Councils. And that's not just hyperbole – Mike took interested parish councillors on a tour of the Airport's 29m high control tower in order to help explain how air traffic is managed.

The evening visits, arranged with the cooperation of air traffic services provider NATS, proved popular, providing the perfect backdrop against which to explain airspace arrangements and tackle any concerns about track-keeping and aircraft noise. Spectacular views from the Mendip Hills to the Severn Estuary were an added bonus on clear nights!

Topics tackled included noise preferential routings, night flying and continuous descent approaches, with many parish councillors commenting on how useful they found their visit.

Mike is running further tours this summer and interested parish councils should contact him on 01275 475478 for more details. Unfortunately, due to the difficulty of arranging access to what is a sensitive working environment, visits for other groups and individuals cannot be accommodated.

Children's Hospice South West named charity of the year



Staff at Bristol Airport have chosen Children's Hospice South West (CHSW) as their charity of the year for 2012. CHSW provides the only residential hospice care in the region and supports children with life-limiting conditions, and their families. Charlton Farm in Wraxall (pictured) is a place where families can go for respite and relaxation, as well as expert palliative care.

Last year, 57 applications were received from charities wishing to be the Airport's charity of the year. A shortlist was then compiled, based on benefits to the local area, before a vote of Airport staff decided the final choice of charity. Over £5,000 has already been raised for CHSW, with fund-raising activities ranging from book and cake sales to volunteer collections in the terminal. In 2011, almost £30,000 was raised for Springboard Opportunity Group.

Primary school pupils' flying start

Forty pupils from Locking Primary School in Weston-super-Mare paid a visit to Bristol Airport in May. Hosted by Ryanair's base captain, Jonathan Moss, the visit included a tour of the terminal and a visit to the Airport fire station.

Visiting a busy international airport gave the youngsters a great introduction to an exciting working environment, with several deciding they want to work in travel when they grow up!



Patrolling the power lines

Since 1963 Bristol Airport has been home to a very special helicopter unit. Over the course of nearly half a century commercial air travel has changed beyond recognition, but the Western Power Distribution (WPD) helicopter unit continues to carry out the vital task for which it was formulated all those years ago.

A team of five observers and five pilots fly a fleet of four helicopters across vast swathes of southern England, Wales and the Midlands checking power lines to ensure the safety and reliability of the electricity supply we take for granted. Before the advent of the helicopter unit, observers quite literally had to 'walk the line', covering rough terrain in land-rovers and climbing poles to carry out inspections. What took two weeks can be accomplished from the air in five hours.

For observer, Simon Richards, it's a family affair. His father was the unit's Chief Engineer for 34 years and the pride he takes in his work is clear for all to see. Simon and his colleagues work on the basis that 'prevention is better than cure', aiming to spot potential problems before they result in a loss of power. They also have to be ready to react at a moment's notice should any problems occur, using state-of-the-art thermal imaging technology to identify 'hot spots' which indicate areas of resistance.

The pilots have a mix of military and civilian experience, but all share a passion for flying helicopters. With two twin engine EC135s already in action, and two more arriving soon, WPD has invested in updating its fleet, previously made up of Jet Rangers and Aerospatiale Squirrels. The new additions combine more power with quieter engines.

So next time you see a helicopter take to the skies, it could be the WPD team heading out to check a fault or carry out a routine inspection. Your heat, light and power – and even your next cup of tea – could depend on them!



Exceptional award winners go above and beyond



In the last issue of Your Airport we showcased a new initiative designed to reward staff who 'go the extra mile'. Anyone working at Bristol Airport can nominate a colleague for an Above and Beyond award, with rewards up to £500 in value given out on a quarterly basis to the star performers.

Each nominee is assessed against the Airport's brand pillars – Exceptional People, Progressive Place and Serving our Region. Among the latest winners were Andy Bryant from the Airport's customer services team, who gave life-saving first aid to passengers twice in a month; IT worker Rodger Abels, who offered to return home early from a holiday South Africa to help ensure a project was delivered on time; and terminal duty manager, Gemma Whitwell, and her team, whose compassion touched the heart of a young passenger stranded at the Airport when his girlfriend was badly injured in the M5 crash last November when en route to collect him.

But it was not just members of the Bristol Airport team who received the plaudits. Nigel Glastonbury of contractor, Kier Western, Patricia Fling from ground handling agent, Servisair, and teams from Menzies (ground handling) and OCS (assistance for passengers with reduced mobility) all won recognition for going 'above and beyond'.

Experts gather to share 'airside' knowledge

Bristol Airport hosted an airside operations conference in March – the first of its kind in the South West. Guest speakers included experts from the Civil Aviation Authority and Avon and Somerset Police, with the main focus on airfield project management and winter operations.

There was also an opportunity for delegates to share best practice ideas and solutions from some of the recent development projects at Bristol Airport.

Over 60 delegates attended the day including representatives from Exeter, Jersey, Southampton, Cardiff and Birmingham airports.

Bristol Airport's Airside Operations team carries out essential duties including safety monitoring on the airfield, bird hazard control and runway inspections. The team of nine has a combined total of 190 years of experience.



Students check in for aircraft design insights



Nine aircraft engineers of the future paid a visit to Bristol Airport earlier this year to see first hand how a new fuel efficient aircraft design could meet the needs of passengers, airports and the environment.

The Aerospace Engineering students from the University of Bath (pictured with Community Relations Manager, Mike Littleton) discussed subjects including air traffic control, baggage handling and aircraft turnaround with the experts from the Airport team. easyJet made one of its Airbus A319 aircraft available for the visit, providing the students with the opportunity to see how the design of an aircraft can influence day-to-day operations such as stand configuration and turnaround times.

Advances in aircraft design and performance could open new routes to and from Bristol Airport in future, so the students could have a very real impact on their local airport in years to come. All the more appropriate, then, that the aircraft they used as their case-study has such strong links to the South West, having been designed in part at the Airbus facility at Filton.

Young carers fly high

More than 30 young carers from Bristol and South Gloucestershire experienced the fun and excitement of aviation earlier this year at a special event arranged by major local employer, Airbus and charity fly2help.

Air Smiles Day took place at Bristol Airport in March, and featured a fun-packed programme of activities for the teenagers.

Many young carers miss out on opportunities other children take for granted, so the idea was to give them a 'once in a lifetime' experience. They took to the skies in small aircraft as well as seeing demonstrations from the Airport's fire and rescue team and police unit.



Airport bar welcomes Rare Breed

The popular Bar Zero9 in Bristol Airport's departure lounge hosted a VIP event in May when Cotswold farmer and TV presenter, Adam Henson, chose the venue to launch his new Rare Breed Ale.

The beer, created in partnership with local brewery, Butcombe, uses the finest local ingredients, including Mendip spring water, and is now available for passengers wishing to sample a taste of the West Country before flying to pastures new.



Twin town links takes off



The Bristol Bordeaux Student Exchange, which is supported by Bristol Airport, has helped to forge friendships between many young people from both cities.

In 1947 the exchange began with 27 pupils from Fairfield High School in Bristol who travelled out to Bordeaux. Since then, air travel has increasingly become preferred as the safest, cheapest and most convenient form of travel for school groups.

Now, 65 years later, Year 9 pupils from the same school have hosted their friends from Bordeaux at the Goblin Combe Centre just 10 minutes way from Bristol Airport. They spent four days learning outside of the classroom doing woodland activities and showing their French friends some of the best of Bristol and the surrounding area. The Fairfield pupils visit Bordeaux in September.