

Plans for Airport's future approved

Work underway to meet pre-start conditions

Following the announcement in September that the Secretary of State will not be 'calling in' the planning application to develop and enhance Bristol Airport, work has begun to meet a range of pre-start conditions stipulated as part of the permission granted by North Somerset Council.

Much of this activity has an environmental focus, with work required site-wide to ensure conditions are met in areas including flood risk, water quality, drainage and nature conservation. Other matters which must be addressed in advance of construction are design of the junction improvement schemes on the A38 and issues relating to energy efficiency and waste recycling. Only when these conditions have been discharged can development commence.

With the final hurdle in the planning process for the development as a whole successfully cleared, the next task is the submission and approval of 'reserved matters' – the detailed design of individual developments. Construction will be phased, with priority projects expected to include additional aircraft stands, extensions to the terminal and improved car parking.

Environmental policy published

Bristol Airport is committed to controlling the adverse effects of its operations and minimising their impact on the environment and the local community, while seeking to maximise the positive benefits from continued growth of the airport.

This position has now been set out in a new Environmental Policy published on the Airport web site (www.bristolairport.com). Objectives include raising awareness of employees regarding environmental improvements, integrating sustainability principles into business processes and decision making, and striving to be a better neighbour by engaging in constructive dialogue with the local community.

Airport commits to carbon reduction

The CRC Energy Efficiency Scheme (formerly known as the Carbon Reduction Commitment) is the UK's mandatory climate change and energy saving scheme for business and public sector organisations. The scheme started operating in April 2010 and Bristol Airport has registered as a participant.

Under the CRC, organisations buy allowances equal to their annual emissions from energy use. The scheme also features an annual performance league table which rates participants on their improvements

Wind of change

This 20m high vertical axis wind turbine is part of a pilot scheme to trial the use of renewable energy on the Airport site. It will be located on the approach road to the terminal building, and will be below the height of lighting masts already in place across the airfield. This striking structure is a clear statement of Bristol Airport's commitment to carbon reduction.



in energy management. The scheme will encourage greater energy efficiency and increased emphasis on carbon as an issue for participants. Recent announcements from the Government have indicated that the price signal to participants will be further strengthened and revenue from allowance sales will be retained and used to support public finances.

Bristol Airport is responding to the scheme by implementing a range of measures aimed at reducing energy use. Our focus on carbon management extends beyond this and includes initiatives to reduce the fuel use by aircraft and vehicles with increasing public transport usage remaining a priority.

Controls and mitigation

Airport team takes to the road

On Friday 19 November, the Bristol Airport team attended a public meeting in Bath to answer queries from some local residents concerned about flights over the city. The meeting was organised by local MP, Don Foster, with the Airport invited to give a brief presentation explaining how airspace in the area is managed to minimise disturbance.

The team outlined the airspace arrangements which mean aircraft en route to Bristol Airport are flying at 4,000 feet or above over Bath. They also explained the night noise quota system which limits the impact of night flights on surrounding communities.

A number of actions arose from the meeting, with the Airport undertaking to provide data on several weeks in August which were identified by residents as being particularly busy.

Some headline statistics for flights over Bath between 4-10 October 2010.

- Total flights = 1,438
- Flights over Bath = 109
- 10 per cent of departures on runway 09
- 21 per cent of arrivals on runway 27

How night flying is limited at Bristol Airport

Night flying		
	Current	Proposed with development to 2016
Quota	Summer - 1200 Winter - 900	Summer - 1200 Winter - 900
Quiet period	23.30 to 06.00	23.30 to 06.00
Exempt aircraft	Propeller aircraft <87 ETOPS	Propeller aircraft <84 ETOPS
Movements between 23.30 and 06.00	No limit	Summer - 3000 Winter - 3500
Movements in the shoulder period (23.00 to 23.30 and 06.00 to 07.00)	No limit	30,500 per annum
Other rules		No change

How Bristol Airport compares

Comparison with other airports			
Airport	Actual passengers (annual)	Night quota	Movement limit
Heathrow	66.1	1120/1220	2500/2250
Gatwick	32.4	3000/3000	3250/11300
Stansted	13.8	3300/1700	5000/7000
Manchester	18.2	3000/1750	3850/3150
Luton	9.1	No limit	No limit
Birmingham	9.0	4200	1215/1845
Edinburgh	6.0	No limit	No limit
Glasgow	7.1	No limit	No limit
Bristol	5.7	300/1200	3000/3000
Liverpool	5.0	18000	No limit
Newcastle	4.5	No limit	No limit
East Midlands	4.4	No limit	No limit

Tracker remains on course to help clear up complaints

Tracker is the name given to the complex kit which enables the Bristol Airport team to record the noise generated by aircraft and their adherence to agreed flight-paths. Since its introduction in February, *Tracker* has helped the team respond to local residents with concerns over noise and track keeping in a more detailed, transparent and timely way. The system provides a visual demonstration of where aircraft fly in relation to specific postcode locations on the ground.

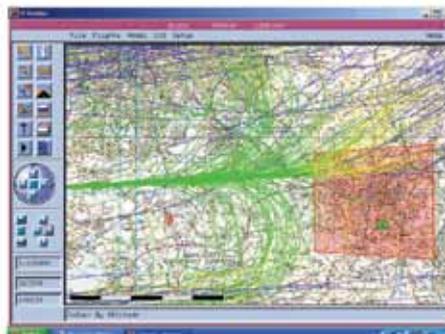
To give a complete picture of the noise impact of aircraft, an additional noise monitor was installed on Littleton Hill in Dundry. The monitor is powered by wind and solar power. *Tracker* also takes radar data from air traffic control, providing a complete picture of each flight's performance.

The data provided aids the investigation of any noise complaints, and provides visual evidence of the performance of individual flights.

Complaints can be registered online at www.bristolairport.co.uk, or by calling the dedicated noise line on **01275 473799**.

A portable noise monitor is also available to record aircraft activity in areas where

persistent problems are experienced. The monitor can be requested by calling the number above.



An example screenshot from Tracker, showing arrivals to Bristol Airport during a week in October.



Community relations manager, Mike Littleton, visits the noise monitor which makes up part of the Tracker system.

Passenger experience

Hotel to serve early birds and night owls

Plans for an on-site hotel at Bristol Airport have been approved and construction is expected to start in 2011, with completion targeted for winter 2012/13.



Bristol Airport is currently the ninth largest airport in the UK measured by passenger numbers, but is the only one of the top 15 airports in the country without on-site hotel accommodation.

An on-site hotel has long been high on the list of facilities requested by passengers and, when completed, will provide those departing early in the morning with a convenient location at which to break their journey with an overnight stay. This will make public transport more easily accessible to the 40 per cent of passengers on early morning flights who live over one hour's journey from the Airport and are currently forced to travel at times when bus and rail services are less frequent.

The hotel will also offer inbound visitors (see centre pages) arriving on evening flights the option of convenient accommodation on their first night in the region before continuing their onward journey to destinations across the South West the following morning.

An internationally recognised brand will be selected over the course of the next few months, in partnership with developer, Pedersen Airport Hotels. The hotel development will generate 140 full-time equivalent jobs when it opens.

New Flyer boosts public transport links

The first of a new look fleet of buses hit the road this summer as part of improvements to the Bristol Airport Flyer service. Once complete, the £2 million makeover will see 12 new buses operate the route between the Airport and key locations around Bristol city centre, including Temple Meads station and Marlborough Street bus station. The service runs every ten minutes at peak times.

The Flyer is also the gateway to public transport services to destinations further afield. Tickets for travel, including onward rail connections, can be booked in advance online or using the Fast Ticket machine at the Airport. On-board wi-fi means passengers can stay connected as they continue their journey.



Extra seats installed in response to feedback

Improvements to the terminal have required a redesign of the departure lounge and the introduction of new processes for boarding aircraft. One issue which soon became apparent following these changes was the need for additional seating during the busiest periods at the height of the peak summer season.

Passengers made their views known through a number of channels – from direct feedback to members of the customer services team, via the feedback cards available through the Airport, and using the online feedback option on our web site.

As a result, 300 additional seats have been added to address this issue, demonstrating that Bristol Airport does listen and respond to feedback from customers where possible.

Do let us know your own ideas for improving the passenger journey – or feedback on any of the items in this issue of *Your Airport* – by emailing yourairport@bristolairport.com.

New store features 'Best of the West'

Earlier this year, a new World Duty Free store opened, providing a state-of-the-art shopping experience to passengers using Bristol Airport. The new store features an extensive range of products including liquor, beauty, accessories and confectionery, as well as locally sourced products in a 'Best of the West' range.

Central to the new store is WDF's 'contentainment' concept – a combination of live performance and the latest in audio-visual technology to give a unique in-store experience.



Big step forward as £8 million walkway opens

A new walkway opened in May, concluding 12 months' work as part of an £8 million investment to improve links between aircraft parking stands and the terminal building. The 450m structure houses eight pre-boarding zones, making the hassle of bus transfers a thing of the past for the majority of passengers.

The walkway was constructed by Bristol-based building contractor, Kier Western, and incorporates 700 tonnes of steel and contains 73,000 floor tiles. It also features a 57 metre long mural showcasing the South West (see centre pages for more details).



Serving our region

A colourful welcome to the South West

With almost a million overseas residents flying in over the course of a year (and hundreds of thousands more arriving from across the UK), it is vital that Bristol Airport provides a positive first impression for visitors to the South West.

A friendly and efficient service is essential, but it is also important that the Airport creates a 'sense of arrival' in the region, rather than looking like an identikit international terminal which could be located anywhere in the world. That's why a 57 metre long, floor to ceiling mural

depicting all that is great about the region has been unveiled in the western walkway which links eight aircraft stands to the arrivals area.

The mural has been designed by Bristol-based creative agency, Halo Media, and features iconic attractions from across the South West. However, the artwork moves away from traditional tourist brochure images by attempting to capture the spirit of the region through the use of a range of artistic styles. For example, famous images of Bristol, such as the

Clifton Suspension Bridge, are given a graffiti-inspired makeover.

The size of the mural means that frequent visitors to the Airport will notice new elements on each repeat viewing, perhaps encouraging them to explore new areas and experiences during their stay.

The mural can be viewed by passengers arriving on flights disembarking on the western walkway.



Inbound tourism – facts and figures

- The South West is the UK's leading holiday destination, hosting more than 22 million overnight trips, including 8 per cent of all overseas visitors to England
- 10 per cent of visitors are from overseas, spending £840 million in the region
- Tourism supports over 200,000 jobs in the region
- Over 800,000 journeys were made by overseas residents using Bristol Airport in 2008
- Bristol was selected as one of the world's top 10 cities to visit by DK Eyewitness in 2009
- The South West contains 32 per cent of the UK's scheduled monuments, 26 per cent of all listed buildings, four World Heritage Sites, and two National Parks
- Bristol Airport serves 68 international scheduled destinations (compared to five in 2000)
- Research shows every visitor to the region flying into Bristol Airport is worth £410 to the regional economy
- The number of overseas visitors using Bristol Airport has increased three-fold since 2003

Bristol Airport backs PM's tourism pledge

Bristol Airport has backed David Cameron's plans to make Britain one of the top five destinations in the world – but warned that increased taxation on aviation could prevent this goal being achieved.

The Prime Minister announced his support for the tourism sector earlier this year, highlighting the important role the industry has to play in rebalancing the economy. He also pledged to remove some of the obstacles that currently put people off coming to the UK.

Bristol Airport's Chief Executive Officer, Robert Sinclair, welcomed the PM's comments, but added a word of caution that the South West must be both accessible and affordable for inbound visitors, particularly when playing host to major events such as the 2012 Olympics or, potentially, the 2018 World Cup.

Sinclair points out that modern and efficient infrastructure that makes it easy for spectators to fly in for the sailing in Weymouth or football in Bristol are required, highlighting the increasing cost of flying as a deterrent to overseas visitors.

Tourism Minister unveils Airport artwork

An eye-catching piece of art designed to welcome visitors to the South West (see page opposite) went on show on 26 November when the Tourism and Heritage Minister, John Penrose, officially unveiled a 57 metre long mural in Bristol Airport's new arrivals walkway.

Guests representing the region's tourism and arts sectors were on hand for an exclusive viewing of the piece which the Airport hopes will help make positive impressions with visitors to the South West.

Mr Penrose, whose Weston-super-Mare constituency is depicted in the mural, described it as "a stunning piece of work – big, bold and bang up-to-date".

Nick Ellis, Creative Director at Halo Media, then gave guests an insight into the inspiration behind the images which resulted from what he described as "a dream brief".

"We were commissioned to create an art installation that encapsulates more than just the iconic landmarks of the South West," explained Ellis. "The mural welcomes visitors on their arrival to the West, but it also challenges, excites and engages a tourist audience about what it means to live and stay here. We are fiercely proud of the results."

In his welcoming speech Robert Sinclair, Bristol Airport's Chief Executive Officer, revealed how the idea came about as a result of a desire to bring a touch of colour to the new walkway:

"On these blank walls we saw an opportunity to create some 'wow'

factor and a real 'sense of arrival' for the millions of people who every year fly into Bristol Airport," he explained. "We wanted our Airport to reflect the personality of the South West, so visitors know they have arrived here – a region that blends beauty, enterprise and creativity in a way that is both inspiring and unique."

"We also wanted to showcase the region in a contemporary, exciting and dynamic way consistent with our new brand – 'Amazing Journeys Start Here'. We wanted something different and distinctive, something you would not see at any other airport in the

world. We did not want to focus on the traditional tourist brochure images."

Halo's challenge was to find a way to capture the spirit of the region and fit it into a space 57 metres long and three metres high. Four computers were needed to handle the 400 gigabyte file containing the final image, and each individual panel took two hours to print.

Millions of visitors to the South West will walk past the mural over the years to come, and it is hoped they will be inspired to stay longer or return again.



International visitors flying high

The number of overseas visitors using Bristol Airport's web site to research trips to the South West has increased by 43 per cent during 2010. Over half a million people have checked out travel information at www.bristolairport.co.uk, indicating a growing awareness of Bristol Airport as the gateway to the South West.

The number one nation, measured by web visits, is Spain, closely followed by France – which previously occupied top spot. Ireland generates the third highest traffic to Bristol Airport's web site, with Germany, USA, Italy, the Netherlands and Poland all contributing to the increased volume of overseas visitors.

This growing interest from overseas is reflected in online bookings for the Bristol Airport Flyer bus service, with public transport use highest amongst inbound passengers. As a result of this international interest, key information is now provided in five different languages on the Bristol Airport web site.



Our community

Festival takes off with Airport help

For the third year running, Bristol Airport supported the summer Festival of Sport in North Somerset. The event is aimed at 7-11 year olds who do not normally take part in physical activity outside of school hours and is linked to the national Sport Unlimited initiative. Hundreds of children from across the area got involved, with Bristol Airport helping out by funding equipment and prizes.



Rugby youngsters flying high

Bristol Airport is forging a strong relationship with Bath Rugby, whether introducing the senior team to fire-fighting (see back page) or welcoming players and fans en route to Heineken Cup away fixtures across Europe. But it is not just the big boys that have been getting the Bristol Airport treatment. Thanks to a grant from the Airport community fund, Bath's under-12s were able to visit Scotland to play a number of matches. Naturally they travelled with easyJet to Edinburgh!



Easyjet flight starts year of celebration

Bristol Airport has lent support to the centenary celebrations for the Bristol Aeroplane Company, the organisation which gave birth to the successful aviation sector that exists in Bristol today. A year-long programme of events to mark 'BAC-100' kicked off in February with a special flight from Bristol Airport to Filton.

A new addition to easyJet's 10-strong fleet of Airbus aircraft based at Bristol Airport was named 'Sir George White', after the founder of the BAC, to mark the occasion. The great man's grandson – also Sir George – was present to carry out proceedings before boarding his namesake for the short flight to Filton, where the aircraft was escorted into the Brabazon Hangar, one time home to Bristol's most famous aviation icon, Concorde.



Enterprising students show design skills

Every year Bristol Airport, in partnership with Young Enterprise South West, plays host to students from schools across the region as part of the Wow Factor challenge. Pupils work in groups with members of the Airport team to learn about different aspects of the organisation, before competing against other teams to come up with the solution to a real-life business problem.

This year, pupils from Gordano School were asked to design a cover for the Airport's destination leaflet – a publication with a print run of 40,000 which is distributed to travel agents across the South West. The Airport's Head of Sales and Marketing, Jason Wescott, was so impressed with the winning team that he agreed to feature their design on the front of this year's winter guide!



Cadets commemorate flight 777

Bristol Airport has forged strong links this year with the air cadet squadron which shares its name. The Bristol Airport Air Cadet Squadron is based in Bishopsworth, South Bristol, and is active in community events across the city, with a growing membership of boys and girls.

In June the cadets took part in a commemorative event for Flight 777, which crashed in the Bay of Biscay during

the Second World War, killing all on board. They were on hand to pay their respects as Ivan Sharp, whose grandfather was on the plane when it went down, presented Airport CEO, Robert Sinclair, with a memorial plaque.

By way of thanks, Bristol Airport funded equipment for the squadron hut, enabling the cadets to take advantage of even more training and learning activities.



Meet the team – Chris Ware, Head of Security

After 30 years' service with Avon and Somerset Police, for which he was awarded the prestigious Queen's Police Medal, Chris Ware was recently appointed Head of Security at Bristol Airport. Chris explains how the Airport works hard to ensure the safety of passengers while at the same time providing service with a smile.



My job is to make sure the six million passengers using Bristol Airport each year can continue to do so safely, while maintaining customer service levels which ensure your regional airport remains the most friendly and convenient option.

As a self-confessed aviation enthusiast (I helped set up the Western Counties Air Operation Unit in my time in the police force) working at Bristol Airport gives me a real buzz. It's an exciting place where you witness all extremes of human emotion – from tearful farewells to joyful reunions. Helping to make these moments possible gives me great job satisfaction, but a lot of hard work goes on behind the scenes to make sure it all takes place in a safe and secure environment.

Airports take a layered approach to security. We don't rely on one 'magic bullet' solution to spot potential threats. Instead, a number of processes combine to create a comprehensive security regime.

We are often asked if we target a particular profile of passenger, but there is no such thing as a stereotypical terrorist.

Compliance with these regulatory requirements is overseen by the Department for Transport and audited on a regular basis. At the same time, we encourage security staff to develop customer service skills when dealing with members of the public. We are doing a serious job, but can do it with a smile on our faces for the majority of the time.

Any job that involves dealing with the general public has an element of unpredictability. I am only a few weeks in to my new role, but already I can see that forecasting passenger flows through the Airport is an art form in itself. An accident on the M5 can have a direct impact on our operation, as passengers' journey times are extended, meaning they arrive at security search with less time to spare. Even the

weather can be a factor, with rain slowing down the search process as people stop to remove outer layers.

My challenge is to ensure we are prepared for all of these eventualities and more, but this does require some cooperation from our customers, who need to allow sufficient time to complete essential processes such as check in or bag drop and boarding, as well as the all-important security search. Summer is particularly busy, and if you are travelling during our peak period (between 06:00 and 07:30) you need to allow sufficient time to complete essential processes such as check in or bag drop and boarding, as well as the all-important security search.

Another way to avoid any stress or confusion is to err on the side of caution when packing the bag you intend to carry onto the aircraft. Restrictions on taking liquids on board have been in place for several years now, but can appear complicated to those only flying occasionally. If you are unsure about whether an item is permitted on board, the best policy is to pack it in a bag you intend to check-in – that way you avoid causing delays to yourself and others.

On our part, we are exploring ways in which the passenger experience can be improved. In future, the introduction of new technology will help speed up the journey through the airport. Examples include x-rays that will check liquids without the need to remove them from bags, and body scanners that speed up the search process.

The magic of flying has never worn off for me and I believe the majority of people still experience a similar excitement when they arrive at the airport. By providing a professional and efficient security service at Bristol Airport, I hope we can help retain that magic for many years to come.

Brand new uniform for customer services team

Following the launch of a new Bristol Airport brand in March, staff across Bristol Airport are sporting new look uniforms.

The new brand represents *people, place and region* – the three pillars on which the Airport's success is based – and promises Amazing Journeys Start Here. The uniforms feature the new brand colours, making the Airport team easily identifiable to customers, while staff can add a touch of individuality by choosing from navy trousers or skirt, waistcoat, cardigan or jacket and smart branded scarf or tie.

Over 80 people across the Customer Services and Car Park teams wear the new uniform, helping to project a smart and professional image to the thousands of passengers who pass through the airport every day.



Can you help give visitors a VIP welcome?

We all know that first impressions can be important. So what is Bristol Airport doing to ensure arriving passengers receive a warm welcome when they touch down in the South West for the first time?

As well as working to create a real 'sense of arrival' in the region (see centre pages), Bristol Airport has enlisted the support of 20 'Volunteer Information Patrons' (VIPs). Working alongside the Airport's customer services team, these volunteers commit at least four hours a week to helping passengers in need of assistance and providing inbound visitors with information on local hotels, B&Bs, tourist attractions and directions for onward travel.

In return, VIPs receive discounts on travel on the Bristol Airport Flyer, money off food and drink at the airport, and free car parking. No specific experience is required and training is provided. Applicants must be over the age of 18. More information can be found at www.bristolairport.co.uk.

Rugby stars get fired up at Airport training day

Some of the world's top rugby players were feeling the heat earlier this year when they took part in a team-building session hosted by Bristol Airport's fire training team.



Thirty six of Bath Rugby's squad were put through their paces on the Airport fire-ground, taking part in training drills designed for specialist aviation fire-fighters. Challenges included crawling through a confined space while wearing breathing apparatus, climbing ladders carrying a casualty, and tackling real flames on the Airport's 767 simulator.

Bristol Airport's Fire and Safety Training team provides a range of fire safety and first aid training courses for all levels. The Airport location also offers an unusual setting for team-building exercises for organisations from businesses to sports teams.

Steve Meehan, Head Coach of Bath Rugby, said:

"The fire-fighters here at the Airport really have to rely on each other and work closely as a team, as do rugby players when they are out on the field. This was a great team building exercise – we all knew a little more about each other by the end of the day."

For more information on fire and safety training courses available from Bristol Airport, email firetraining@bristolairport.com.

Airport hotel with a difference opens its doors

An on-site hotel will soon be a feature at Bristol Airport (see page two for details) but not many people know that luxury accommodation already exists a few hundred yards from the terminal. Its customers are rarely seen because they fly in and out under cover of darkness using sonar to show them the way, and the hotel's interior is decorated with a sprinkling of bat droppings to attract customers.

Yes, you've guessed it, this particular hotel caters for bats not people, and it's the handiwork of environmental consultants, Johns Associates. The bat hotel is built from timber and designed to mimic the ideal living conditions enjoyed by a range of bat species living close to the airport.

Raised off the ground so that bats can easily find it, the hotel is located between



hedgerows in an area of grassland on the south of the airport site. Bats are able to land on verandas and crawl through slots on the outer walls, before settling down on hessian lined boards or exposed timber beams.

Further biodiversity and conservation measures are set to be introduced as the development and enhancement of the Airport gets underway.

George checks in to promote Weston tourism

Passengers using Bristol Airport over the past few months have been greeted by an unusual guest as they make their way through the terminal. The Airport sponsored one of 40 decorated donkeys created as part of an initiative by Weston-super-Mare's Grand Pier to highlight the town's tourism heritage.

The donkey, named George, is displayed in the check in hall. He is made from fibreglass and was decorated by local artist, Nina Kleinzeller. Nina was inspired to dress George in a 1930's style bathing suit when she learned Bristol Airport was celebrating its 80th birthday.

But why the name? The answer is that he is named after Prince George, who opened Bristol Airport at its original Whitchurch site in 1930.



Litter pick cleans up for charity

The Bristol Airport team volunteered to become litter pickers for the day in September as part of the annual 'big tidy up' at the Airport.

With assistance from cleaning contractor, Sasse, and volunteers from charity of the year, Weston Hospiccare, Airport employees set out to fill as many bin bags as possible with litter from the site and the surrounding area. As an added incentive, a donation was made to Weston Hospiccare for every bag collected.

Over 100 bags were filled, with teams working across car parks, pedestrian areas, Downside Road, the A38 and Cooks Bridle Path.



Send your comments to yourairport@bristolairport.com

Visit www.bristolairport.com for the latest news from Bristol Airport.