



Your airport

Planning application to set blueprint for next decade

Spring saw a second round of consultation on the preparation of Bristol Airport's new Master Plan. Alongside the latest proposals for long-term development to 2050, the Airport also shared more detailed plans for continued growth over the next decade.

A *Charter for Future Growth* (see page 4) set out commitments in five key areas: aviation, economic impact, Green Belt, sustainable growth and surface access. Feedback was also sought on design options for an inspirational gateway, improved boundary screening, and innovative uses for a proposed airside platform.

Following requests for greater clarity on the phasing of growth, the plans to increase capacity to 12 million passengers per annum demonstrated how development required well into the next decade could be delivered largely within land owned by the Airport.

Proposals include surface level car parking, a new canopy at the front of the terminal building, an additional multi-storey car park, and improvements to the on-site road layout and access from the A38.

At the time of writing, several hundred responses to the consultation had been received, providing valuable feedback to shape a planning application for this first phase which will be submitted to North Somerset Council in September. Responses will also inform the Draft Master Plan which is expected to be published this winter.



New CEO flies in

Dave Lees joins Bristol Airport in August to take up the position of Chief Executive Officer. Dave was previously Managing Director at Southampton Airport and has also held senior roles at Heathrow. His appointment follows the departure of Robert Sinclair to take up the reins at London City Airport after nine years at the helm.



Millennials take to the skies

New research commissioned by Bristol Airport shows a clear generational divide in attitudes to travel. Millennials (loosely defined as those born in the 1980s and 1990s) are much more likely to travel abroad than they were two years ago and are also more likely to worry about cost when selecting a destination. 41% of 18-24 year olds said that low cost influenced their last choice of holiday destination, compared to just 18% of travellers aged 55 and over.



Bristol scoops Best Airport accolade

At a recent awards dinner in Brussels, Bristol was selected as the Best Airport in Europe in the 5-10 million passenger category.

Bristol Airport was selected for its continued investments in infrastructure, staff training and increased public transport links. The award recognised the new search facility that has improved the passenger experience at security control, contributing to Bristol achieving its highest satisfaction score for this part of the airport journey. The judges also appreciated the Airport's commitment

to facilitating the needs of passengers with reduced mobility and its pledge to achieve carbon neutrality by 2030.



KLM celebrates 30 year anniversary

On Wednesday 16 May, KLM celebrated 30 years of service between Bristol Airport and Amsterdam Airport Schiphol, connecting South West England to the Dutch capital and onwards to the wider world.

Today, the route is served by new and more efficient Embraer 175 and 190 aircraft, carrying up to 88 and 100 passengers respectively, while using 22% less fuel in comparison to their predecessors. The past six years have seen passenger numbers

increase by 143%, with over 260,000 passengers choosing to fly KLM from Bristol Airport last year. Half of those passengers were connecting onwards across KLM's extensive network of 165 worldwide destinations, clearly showing how important global connectivity is for the region.

There are currently 26 departures a week from Bristol Airport to Amsterdam, with passengers' top long-haul connections being Beijing, Hong Kong and Johannesburg. The top European destinations are Budapest, Bremen and Copenhagen.

First multi-storey car park opens



Bristol Airport's first multi-storey car park opened to passengers in May ahead of the busy summer holiday period. Work commenced on the £9.5 million development in November 2017. The car park provides more than 1,000 spaces situated within a short walking distance of the terminal.

The steel modular construction features enhanced car parking bay technology, helping drivers to easily locate unoccupied spaces. The development also includes improved internal road design, landscaping and signage all geared to assist passengers when parking cars on site. The multi-storey car park meets the demand for high quality, secure car parking close to the terminal.

Long-haul flights a dream

Flights operated by the Boeing 787 Dreamliner are continuing to prove popular, with TUI extending its long-haul programme from Bristol in 2019.

Cancun in Mexico will be served twice a week, making an additional 10,000 seats available to holidaymakers looking further afield for their big summer break.

There is also a greater choice of short-haul destinations, including additional flights to Naples, the home port for Marella Explorer 2, the new ship from Marella Cruises.

Along with new routes to Marrakech and Halkidiki, this makes summer 2019 TUI's most exciting programme ever from Bristol Airport.



British Airways returns for summer 2018

British Airways began one of its busiest summers ever in the UK with the launch of additional frequency and capacity on popular leisure routes from Bristol Airport.

The addition of two new Embraer 190 jets to the growing aircraft fleet means that more than 20,000 seats are on sale from Bristol to some of the most popular leisure destinations in Europe, an increase of 20 per cent compared to last year.

An extra weekend flight from Bristol to Palma, as well as flights to Florence and Malaga are operating. In May last year British Airways launched new summer-only

routes from Bristol Airport after an absence of 10 years.

In celebration of the airline's return a special event was hosted at Aerospace Bristol Museum for business and leisure agents showcasing the British Airways brand against the back drop of the iconic British Airways branded Concorde aircraft. Pictured are members of the BA and Bristol Airport teams at Aerospace Bristol.



Project Servator arrives at Bristol Airport

In May, a new police initiative launched at Bristol Airport. Project Servator provides unpredictable, highly visible police deployments, designed to deter, detect and disrupt a wide range of criminal activity. The deployments involve specially trained uniformed and plain clothed officers supported by other resources, such as police dogs. They can turn up anywhere at any time.

The police work in partnership with all the Airport teams providing continuous vigilance and communication. By working together, the aim is to ensure the Airport is an uncomfortable place for criminals to operate.

If you see something suspicious at the Airport either, tell a police officer or member of Airport staff or call 101 (police non-emergency number). Always call 999 in an emergency.

Did you know? The word Servator is Latin for watcher, observer, or preserver.



Autism Friendly Airport

In February Bristol Airport was named an Autism Friendly Airport by the National Autistic Society following work with OCS Group, the on-site special assistance business partner. More than 1 in 100 people in the UK have autism. The National Autistic Society's Autism Friendly Award recognises organisations who commit to making sure that visitors with autism receive the same warm welcome as everybody else.

Bristol Airport and OCS Group have worked together to ensure passengers have clear information about the Airport, how to plan their journey and how to access assistance at the terminal.

Sally wins Weston College award

Over the past 12 months, OCS – the special assistance provider at Bristol Airport – has worked alongside Weston College's pre-employment team to help local people who have been out of work for extended periods of time.

At the recent Weston College Business Awards, OCS was runner up in the pre-employment category and OCS team member Sally Outhwaite won Learner of the Year.





Bristol Airport: Charter for Future Growth



Aviation

We will:

- Work with existing and potential airline partners to maximize the benefits of new aircraft technology, both in terms of increased route options and improved environmental performance.
- Seek to provide passengers with more routes and increased frequency of services for both business and leisure, to make Bristol Airport the natural first choice.
- Partner with airlines and tourism organisations to increase the number of visitors to the South West and Wales, providing a welcoming gateway to inbound passengers from across the world.



Sustainability

We will:

- Publish a Sustainable Growth Strategy with objectives, targets and an action plan.
- Establish an airside low emission zone.
- Complete a habitat and wildlife assessment by December 2019 to identify and implement measures to improve local biodiversity.
- Against a 2018 baseline, secure zero increase in total waste by 2025.
- Provide a renewed airspace structure by 2027.
- Seek to achieve carbon neutral airport status by 2030.



Surface access

We will:

- Develop a new ambitious long term Airport Surface Access Strategy and consult upon it alongside our Draft Master Plan.
- Work with North Somerset Council on off-site parking issues and local road capacity, maintain our dialogue with the local community and local Parish Councils to identify specific parking and capacity issues, and put forward a package of local improvement measures with our planning application to handle up to 12 million passengers a year.
- Facilitate further work with North Somerset and neighbouring Councils, the Combined Authority, Highways England and Network Rail with the aim of bringing forward funded and deliverable strategic road improvements and mass transit options for the benefit of the region.
- Target a long-term shift away from the use of private transport as the default means of access to and from the airport by mid-2030s.

Green Belt

We will:

- Seek, through the Master Plan and development plan process, to have all airport operational and related land released from the Green Belt designation on the basis of sound evidence and exceptional circumstances.
- Develop green infrastructure proposals in partnership with the local community and North Somerset Council, which, when implemented, would reinforce Green Belt principles and protect and enhance the environment.

Economic impact

We will:

- Support the continued growth of the West of England as an aerospace centre of excellence, with a Master Plan and phased growth strategy that provides long-term support and opportunities for inward investment in aviation and specialist sectors.
- Engage with North Somerset Council, together with other agencies and the private sector, to identify and deliver land with the potential to support additional employment, including through an agglomeration of aerospace and advanced engineering firms.



easyJet showcases A320 neo

In January, Bristol Airport welcomed easyJet's Airbus A320neo aircraft for the first time. The neo brings significant environmental and operational benefits – up to 15 percent savings in fuel burn and CO2 emissions, and a reduced noise footprint of 50 percent on take-off and landing phases.

The quieter aircraft also crucially minimises impact on local communities. easyJet operates 65 destinations from Bristol, its biggest base outside London, and the airline will introduce the neo to some of these routes this year, as the fleet of A320neo increases.

easyJet's biggest impact on the environment is its fuel consumption and the associated carbon emissions. That is why the airline is currently working on several projects with the aim of continuing to significantly reduce its carbon footprint.



Bristol Airport takes carbon management to next level

Bristol Airport's efforts to reduce its carbon footprint have been recognised with accreditation at the second of four levels in a global industry programme. Airport Carbon Accreditation is an independent, voluntary programme which certifies airports at four different levels of accreditation covering all stages of carbon management.

Bristol Airport became the 23rd airport in Europe to achieve accreditation at Level 1, the mapping level, in 2015. This entailed measuring energy use over a nine-year period and committing to a Carbon Management Plan to reduce carbon emissions across its 196 hectare site. This has seen solar photovoltaic panels installed on the terminal, air source heat pumps used to heat the building, and LED lighting fitted throughout, as well as ongoing engagement with colleagues to encourage energy saving.

Level two accreditation recognises the results delivered by these and other initiatives, which saw carbon emissions per passenger reduce by 28 per cent between 2014 and 2017. Absolute emissions have fallen by more than six per cent despite major developments including two terminal extensions, the most recent of which added 9,000 square metres to the building.

New look buses join the Flyer fleet



The first of a fleet of new look double decker buses was unveiled at Bristol Airport earlier this year. The vehicles form part of a £3 million makeover which will see 12 new buses operating the Bristol Airport Flyer service from the middle of February doubling the capacity on this exceptionally popular transport link between the city centre and the Airport. The new buses will also be able to use the Metrobus route guided busway when this opens later this year.

The Flyer is operated on behalf of Bristol Airport by First West of England and runs every 10 minutes at peak times.

Tickets for travel, including onward rail connections, can be booked in advance online or using the Fast Ticket machine at the Airport. The new vehicles will be equipped with the latest technology to allow contactless payments via debit/credit cards, the First Bus M-Ticket app or via Apple Pay.

The new vehicles are wheelchair and baby buggy accessible, with special racks on the lower deck to stow luggage.

Each bus features leather seats and wood-effect flooring, with some seats enjoying a table location as well as free WiFi access and USB charging points. The new vehicles will also deliver improvements in fuel efficiency and emission reductions as they are compliant with Euro 6 standards.

New Head of Sustainability joins the team

After being Environment Manager at London Luton Airport and Head of Technical Operations at London City Airport, comprising over a decade of environmental and airport experience, James Shearman joined Bristol Airport in November 2017 as Head of Sustainability. James has managed key environmental areas over this time including climate change adaptation, water management, biodiversity and noise.

Already James is working to produce a Sustainable Growth Strategy for the Airport and is a key member of the Planning and Sustainability team. If any local residents or other interested parties would like to get in touch about environmental and sustainability matters please send an email to sustainability@bristolairport.com



Our community

New local bus service commences

The new A5 bus service, which will connect the North Somerset villages of Wrington and Langford to Bristol Airport, was launched on 29 May 2018.

A second route from Langford will also benefit villagers living in Winscombe and passengers using Yatton Railway Station, providing additional public transport links to and from Bristol Airport.

Carmel Bristol has been commissioned to operate the service, which will run on weekdays, excluding public holidays.

Paul Baker, Surface Access Manager at Bristol Airport, believes it will prove popular.

He said: "We are delighted to see the introduction of this new bus service for the local area. This new route will help to connect local villages as well as offering a great interchange opportunity at the airport."

Timetable information is available from the Traveline website at www.travelinesw.com or can be requested from public.transport@n.somerset.gov.uk

Families treated to a day of flight-themed fun

On Saturday 24 March, 18 children from the Rainbow Centre and their families were invited to Bristol Airport to experience an unforgettable aviation-themed Air Smiles day sponsored by Airbus.

Bristol Airport teamed up with Airbus and leading UK aviation charity fly2help to put on a thrilling and action-packed day at the Bristol and Wessex Aeroplane Club for the young visitors and their families. The day saw the young people, many of whom had never been on board an aircraft before, explore a jet and a private aircraft, test out all the controls in a cockpit, and meet some of the Airside Operations and Police teams.



Parking issues aired

Bristol Airport held its first 'parking summit' on Thursday 21 June, bringing together representatives from North Somerset Council, local Town and Parish Councils and the Police. The summit was well attended and was the starting point for addressing the local parking issues that have been raised by concerned neighbours. The group spent time identifying and categorising the key issues, before exploring and debating the options for making improvements. An action plan will now be created and the group will meet again in the coming months to agree how measures can be taken forward.

Dogs making a difference



Bristol Airport's Local Community Fund is supporting an unusual educational project in nearby Winford. Dogs Helping Kids (DHK) is the UK's unique charity dedicated to using highly trained dogs to help teach children non-violence, empathy, respect, kindness, love, responsibility, friendship and trust in the classroom.

Tango (pictured) is a trainee school dog and will be working with children at Winford Church of England School.

Since 2012 the Local Community Fund has granted over £723,000 to a variety of local projects. For more information please visit Bristol Airport's website www.bristolairport.co.uk/about-us/community.

Diamond Fund launched

The Diamond Fund has been set up for one year to celebrate Bristol Airport's Diamond Anniversary at its current location in North Somerset.

The £60,000 pot will be used to support projects from outside the area covered by the existing Local Community Fund, or applications which do not meet its strict criteria.

The first projects to receive funding are:

- Local litter picking
- Winford traffic control
- Yatton Youth Club

For further information about the Diamond Fund and how to apply please visit www.bristolairport.co.uk/aboutus/community.



Dealing with dementia

Over the last three years Bristol Airport has held several Dementia Friends information sessions for customer-facing teams to build awareness of dementia and how somebody with dementia may find the airport experience difficult.

To further support this initiative three of the Airport team undertook a full day's training with the Alzheimer's Society to become Dementia Champions. This means that they will be able to deliver one hour Dementia Friends information sessions to colleagues at the Airport. A Dementia Friend learns a little more about what it is like to live with dementia and identify actions and small changes that could make a big difference.

Congratulations to Izzy Evans, Asta Umbrasaitė and Alex Pearce on becoming Bristol Airport's first Dementia Champions.



High flying work placement student wins award



Coventry University student Thomas Hawkins was successful in gaining a work placement within the security team at Bristol Airport. During his time in the business Tom had the opportunity of understanding the various departments, roles and the overall operation of the Airport environment and oversaw the successful launch of the ID security pass system at Bristol Airport.

For his outstanding efforts, Thomas was named Placement Student of the Year by Coventry University Student Union. Well done Tom!

Meet the team



Andrew Peacock,
General Manager,
Hampton by Hilton
Bristol Airport

How long have you worked for Hampton by Hilton Hotels and how long have you worked at Bristol Airport?

I have worked for the Hampton brand within Hilton since July 2016, but in total I have worked for Hilton for nearly ten years. Hilton is where my love of working in hotels started. It is such a fantastic company to work for, there are lots of great benefits and the training and development opportunities are excellent. Apart from Hilton I have worked for Thistle Hotels and spent two years in Switzerland running hotels for a ski and snowboard company.

Describe an average day.

An average day can start around 8.30am-9am, but could be earlier depending on how many guests we have at the hotel for breakfast as every guest is entitled to a free breakfast. My first task and something I love to do, is to go around and speak to my team and make sure I say good morning to everyone and make sure they're in a good mood - and if not what can I do to help and make it better? My day then consists of looking at how sales are performing for the coming days, months and adjusting our sales strategy accordingly. Other daily tasks are ordering, mentoring the team, reporting, finance, looking at ways to improve by listening to feedback online and reacting or to give thanks for positive comments. We are always planning ahead and making sure we are ready and prepared. You never know when a big event that could impact us (such as the Champions League Final in 2017) might be announced.

How do you juggle your career with your family life?

It is a new experience working at an airport location and you never know when a flight delay could happen or a turn in the weather could make occupancy spike quickly. But I have a great team and as they grow and develop into their roles it gets easier to step away when I need to and to make sure I am there for the special family moments.

What do you enjoy the most about your job?

Every day is different and the industry is always evolving. There is so much innovation and technology in the market at the moment and hotel operations are changing. Hilton has launched digital keys last year and these are already installed into 2,500 hotels across the world. This means you can now access your room via your smartphone without needing to go to reception to check in as long as you are part of our Hilton Honors loyalty programme.

How do you relax?

Spending time with my wife and son or a nice bottle of red wine and a good film.

What advice would you give to anyone wanting to work in the hospitality industry?

Be prepared for hard work, but on the flipside it is so rewarding and the world is your oyster. A career in hospitality can take you anywhere.



Getting shirty



Bristol Airport is now the proud shirt sponsor of Bath City FC following a prize draw in which 70 local businesses took part.

The Airport logo will be emblazoned on home and away shirts throughout the Romans' National League South campaign next season.



Bristol Airport hosted a series of jobs fairs to give prospective candidates the chance to find out more about the different roles available and the skills and experience required. Many on-site employers were represented, including security provider, ICTS, food travel experts, SSP, ground-handling specialist, Swissport and duty free shopping operator, World Duty Free.

Over 3,400 people are currently employed at the Airport, and the workforce is growing.

Jobs on offer span customer service, security, catering and retail, many of which are available on a permanent and fixed term seasonal basis. Keep an eye on www.bristolairport.co.uk/aboutus/careers for future details of jobs fairs.

Getting political



Bristol Airport recently played host to the BBC Sunday Politics West show. Presented by David Garmston and aired on March 25, the guests were Mark Harper MP (Conservative MP for the Forest of Dean and an ex-Immigration Minister), Molly Scott Cato MEP (Green Party MEP for the South West of England) and Emma Carmel (Senior Lecturer at the University of Bath's Department of Social & Policy Sciences). Discussion focussed predominantly on immigration policy post-Brexit. The set was constructed in the Bristol Room, with aircraft movements and the Terminal in the background. The episode is available on BBC iPlayer.

Making connections

In May, Bristol Airport's route development team attended the Routes Europe conference in Bilbao. This annual event links airports and airlines from all over Europe to explore new opportunities.

Over 30 meetings were held at which the Airport team highlighted the South West's thriving business community and iconic tourist attractions, which combine to make flights to Bristol Airport a compelling proposition. More than 8.6 million passengers are expected to pass through the terminal this year, making Bristol one of the UK's fastest growing airports.



New fire station taking shape

A 'topping out' ceremony was held recently to mark the completion of the structural framework for a new fire station to the south of the runway. The £4.3 million development will replace the existing fire station which dates back to the 1980s, and is expected to open in summer 2019.



Send your comments to yourairport@bristolairport.com

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