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OLIVIER JANKOVEC, DIRECTOR GENERAL

Director General
Olivier Jankovec
Tel: +32 (0)2 552 09 72
olivier.jankovec@aci-europe.org

Director: Media & Communications
Robert O’Meara
Tel: +32 (0)2 552 09 82
Fax: +32 (0)2 502 56 37
robert.omeara@aci-europe.org

Director: Membership
Danielle Michel
Tel: +32 (0)2 552 09 78
Fax: +32 (0)2 502 56 37
danielle.michel@aci-europe.org

Magazine staff
Publisher and Editor-in-Chief: Paul J. Hogan
Editor: Ross Falconer
Deputy Editor: Amy Hanna
Sales Director: Jenny Rayner
Head Designer: Richard Jende
Graphic Designer: Samita Brant
General Manager - Association Business: Paul Sweeney

PPS Publications Ltd
3a Gatwick Metro Centre, Balcombe Road, Horley, Surrey RH6 9GA, United Kingdom
Tel: +44 1293 783851 Fax: +44 1293 782959
e-mail: post@pps-publications.com
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These past months have seen air traffic keeping its growth trajectory throughout Europe, only dented by pilot strikes - most notably in France - and geopolitical tensions in Ukraine and Russia. Indeed, 2014 is set to be a pretty good year, significantly beating our best traffic forecasts. Yet, Europe’s airports have never felt so much competitive pressure. This pressure is primarily driven by structural changes in the aviation market - with Low Cost airlines now accounting for more than 46% of the capacity offered on intra-European routes and Full Service airlines adapting their business model to make it more flexible, efficient and dynamic.

The impact for airports is real - not least on their finances. This year, headline charges levied on airlines by European airports have decreased by -1.13%. This is without even taking into consideration additional reductions coming from incentives and bilateral contracts – which are now widespread. Overall, these charges now only account for 14% of total airport revenues, down from 21% in 2008. Airlines and passengers have never paid the full cost of the ground facilities they use, but it is clear that airports are now subsidizing them more than ever before.

Part of the solution has always been about developing non-aeronautical - commercial revenues. When people wonder why airports look like shopping malls, they forget that this is what increasingly pays for the infrastructure. But commercial activities have also come to face their own challenges: from weaker consumer spending to fierce off-site competition for both retail and parking as well as airline cabin bag limitations or regulatory restrictions to the sale of certain products. All this means that to protect and reinforce their own competitive position, airports are now focusing on quality and efficiency. This involves redefining their airport experience with the passenger at its core. This “passenger first” mantra in turn means responding to sociological trends and embracing new technology, in particular digital. This allows airports to provide value added services and also establish a direct connection with the passenger. No surprise then that over the past years, WiFi at the airport has gone from being special to being expected – and there are now over 50 branded European airport apps putting live information about more than 160 airports, in the palm of the passenger. Airports have also taken to social networks en masse with incredible results in terms of promoting and delivering their own experience - rather than a commoditised service.

Behind the scenes, Europe’s airports are also working very hard on operational efficiency - both for passengers and airlines. They are leading the way globally for A-CDM (Airport Collaborative Decision Making) implementation - delivering better punctuality and fuel savings though an average of 3 minutes reduced aircraft taxi-ing time. They are also front runners for CDO (Continuous Descent Operations). ACI EUROPE is actively supporting these efforts and our 9th AIRPORT EXCHANGE multi-conference platform taking place this November in Paris will precisely showcase what airports are doing, both in terms of customer service and operational efficiency - across our continent, but also in the Asia Pacific region. But quality and efficiency are concepts that are often moving at their own pace too, evolving thanks to innovation and collaboration. That’s why alongside the latest results of our Action Plan with EUROCONTROL on A-CDM, AIRPORT EXCHANGE will also see the official launch a new joint EUROCONTROL & ACI EUROPE standard on CEM (Collaborative Environmental Management) and provide updates on several strategic issues, including the imminent beginning of the deployment of SESAR - tomorrow’s innovation.

As we will all be in Paris and since the passenger experience is something that Aéroports de Paris is very passionate about, it is only fitting that their CEO & Chairman, Augustin de Romanet, is our lead interview. France is the most popular tourism destination in the world (85 million tourists visited it in 2013 – that’s 15 million more than the USA). As the operator of two of its primary gateways, Aéroports de Paris is doing a lot to stay ahead of the curve - come up with groundbreaking initiatives and campaigns, to make quality a hallmark of the passenger experience.
Airports in the news

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Bristol Airport

Broke through the six million mark last year, growing by 3.6%.

Bristol is the first major UK airport to introduce the new Performance Based Navigation Standard Terminal Arrival Route (STAR) which uses satellite navigation, coupled with the latest technology fitted to aircraft, to replace traditional ground beacons and landing systems. The new routes apply to aircraft approaching from the south and have been designed to closely replicate existing tracks but with greater precision than was previously possible. Approaches from the west have also been designed to take aircraft over the Severn Estuary, reducing noise disturbance to communities along the coastline. The new STAR system allows aircraft to follow optimum flight paths with greater accuracy and to stay higher for longer making them quieter and more fuel efficient.

Amsterdam Airport Schiphol

Set to become easyJet’s 26th base starting next summer.

Since October 2014, passengers at Amsterdam Airport Schiphol can opt for electrically powered taxis operated by BBF Schipholtaxi or BIOS-groep. The two companies will jointly offer passenger transport services with a fleet of 167 Tesla Model S taxis. Schiphol is the only airport in the world to offer a comparable service: no other airport has a fleet of sustainable taxis this size. The electrically powered taxis provide a significant boost to sustainable mobility at the airport. Schiphol is already certified carbon neutral by Airport Carbon Accreditation. The zero-emission taxis will be serving Schiphol for a period of at least four years, with an optional extension of up to eight years.

Aena

Recorded 187 million passengers last year.

Spain will sell a 21 percent stake in its state-owned airports operator Aena to Corporacion Financiera Alba, Ferrovial and British investment fund TCI. Corporacion Financiera Alba will take an 8% stake while Ferrovial and TCI will each take a 6.5% stake. As core shareholders, each of them will hold one seat on the 15-member board. In addition, Spain plans a public share offering for another 28% in Aena, meaning eventually a 49% stake will end up in private hands valuing the operator at up to €5 billion ($6.33 billion).

Hamburg Airport

Handling over 13 million passengers in 2013, Germany’s 5th busiest gateway.

Hamburg Airport now offers a new service to passengers, launched in September 2014. Passengers can now print their boarding passes and drop off their baggage with ease at modern check-in and baggage drop kiosks, saving a lot of time. All that is needed to drop baggage is to scan the boarding pass. The new facilities have been installed in Terminal 1 and can currently be used by passengers for Lufthansa and easyJet. Other airlines will be included over time. The principle of check-in and baggage drop kiosks being part of the airport infrastructure and available for the use of passengers of various airlines is a world first. In parallel to the kiosks, passengers can still check in and drop their baggage at the counter.

Lyon Saint-Exupéry Airport

Expecting to pass nine million passengers in 2014.

As of the first quarter of 2015, Lyon Saint-Exupéry Airport, in partnership with Google, will offer a virtual tour of the airport (the first ever virtual airport tour in France) using Google Street View. It will allow passengers to become more familiar with the airport as they will be able to anticipate their arrival and their journey through the airport. Another innovation that is also set to be implemented in the first quarter of next year will allow passengers the possibility of tracking all their way from their home to the boarding gate using Google Maps Indoor. Lyon Saint-Exupéry Airport has also partnered with Google to develop its project Google Glass. The airport has started to design applications to meet passengers’ needs and facilitate their journey through the airport. The airport has also created an online community on Google+ to share its innovations with passengers.
Sheremetyevo Airport

Celebrated its 55th anniversary this August.

Moscow’s Sheremetyevo International Airport confirmed the compliance of its Integrated Management System with the requirements of the ISO 9001:2008, 14001:2004, and OHSAS 18001:2007 international standards. During a compliance audit conducted by the “Russian Register” Certification Association, Sheremetyevo Airport received praise for the activities the airport has undertaken to improve levels of service and quality, for ensuring the occupational safety and health of the company’s personnel, and for managing its environmental footprint.

Zagreb Airport

New carriers this year include eurolot from Warsaw and KLM from Amsterdam.

Work on Zagreb Airport’s new multi-million euro terminal is advancing with construction said to be two months ahead of schedule. The new terminal, which will eventually have the capacity to handle 5 million passengers per year and feature 8 air bridges, will open its doors to the public in December 2016. The project involves a total investment of €331 million, €243 million of which is for the design and construction of the new terminal and €88 million for the maintenance of airport infrastructure over the entire period of the 30-year concession, awarded to the French-led Zagreb Airport International Company (ZAIK).
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AB: You were reappointed as head of Aéroports de Paris in July. What have been your most significant achievements in your role as Chairman and CEO, and what are your objectives over the next five years?

de Romanet: It is with pride and determination that I continue my action within Aéroports de Paris. Over the next five years, I will pursue the objective of making our Group a global leader in the design, construction and operations of airports. Important decisions have been taken and a number of projects have been launched since I arrived at Aéroports de Paris in November 2012. First of all, I have put in place a cost-saving plan and a review of investments so as to obtain the best possible value for money. Over the next five years, we will continue to step up our efforts in the field of financial discipline.

In a highly competitive environment, our second challenge will be to boost our competitiveness in order to attract air traffic to Paris and to make our airports as attractive as possible to airlines by providing exactly what they need, regardless of their business model, as well as to passengers, especially in terms of hospitality and quality of service. 88% of passengers surveyed in 2013 said they were satisfied and appreciated in particular the cleanliness, the ambiance, and the safety and security measures at our airports. This excellent result has been achieved two years ahead our 2015 target.

Meanwhile, in order to be closer to our clients, we have decided to transfer the Aéroports de Paris Group head office from the centre of Paris to Paris-Charles de Gaulle Airport in 2016. I have also pushed strongly for the introduction of CDG Express, a non-stop rail link between Paris and Charles de Gaulle Airport. This project is crucial to the continued development of air traffic. Paris is the only major city in Europe without this type of service. CDG Express is due to be commissioned in 2023.
AB: What other infrastructure developments or expansion plans, if any, do you have for Paris-CDG and Paris-Orly?

de Romanet: Over the 2006-2012 period, capacity at Paris-Charles de Gaulle Airport increased sharply from 47 to 80 million passengers. We have upgraded our facilities to accommodate super-widebody aircraft, and put in place new infrastructure that complies with the highest international standards of quality. As a result, Charles de Gaulle Airport should be able to absorb traffic growth without adding new infrastructure until at least 2023-2024. We will need to continue to renovate the oldest facilities, such as the satellites at Terminal 1. Satellite 5, which was renovated last year, now accommodates the A380s operated by Malaysia Airlines and Thai Airways. At Terminal 2B, which is currently closed, we will create a connecting building to link it to Terminal 2D, just as we did to link Terminals 2A and 2C. Baggage handling areas have also been refurbished, and this has helped to enhance the customer experience at arrivals and departures.

At Paris-Orly Airport, a major modernisation plan has been underway since 2012 aimed at improving the passenger experience and enabling capacity to be increased by 5 million passengers by 2018, without exceeding the current limit of 250,000 take-off and landing slots per year. The most spectacular feature of this project is an 80,000m² connecting building to link the two existing terminals: Orly-Ouest and Orly-Sud.

AB: How do you think CDG works as a transfer hub for AF/SkyTeam passengers as compared with KLM at AMS, LH at FRA, even BA at LHR T5?

de Romanet: With 62 million passengers in 2013, Paris-Charles de Gaulle is Europe’s second-busiest airport and Air France’s international hub. We believe it is also the best-performing hub in Europe, offering up to 25,000 weekly connecting possibilities within two hours between long- and medium-haul flights.

One-third of all passengers at Paris-Charles de Gaulle are connecting to other flights and, since 2012, connections have become shorter and faster for passengers coming from a Schengen country and travelling on to an international destination. Changes in legislation mean that passengers no longer need to pass through security during their stopover in Paris thanks to the introduction of the Schengen single security checkpoint; new connecting channels between Terminals 2E and 2F enable them to stay in a dedicated area from their arrival to their onward flight. 90% of customers from the Schengen area – equivalent to 10,000 passengers per day – benefit from this new single security checkpoint policy, which allows them to save up to 10 minutes on their connection time. This new procedure has contributed to increasing the attractiveness of the Paris hub.

AB: What further international ambitions does ADP have through ADP Ingénierie and ADP Management?

de Romanet: Our ambition is to make Aeroports de Paris Group a world leader in airport design, construction and operations. To achieve this goal, we must develop a much more integrated approach and tap the synergies between the Group’s different entities: in particular the two wholly-owned subsidiaries: ADP Ingénierie (ADPI) – a world leader in designing airports with an unrivalled track record in airfield master planning, control tower and infrastructure design – and ADP Management (ADPM), which invests in airport companies and manages airport operations outside of the Paris region.

These two are highly-complementary. In a recent example of this more integrated approach, Mauritius International Airport won the Skytrax 2014 award for “Best Airport in the Indian Ocean Region.” ADPI designed and conducted the feasibility studies for the new terminal at Mauritius International Airport, while ADPM operates it through ATOL, a joint
venture with a Mauritian public company, under a 15-year concession.

**AB:** How does ADP view its stake in Turkey’s TAV Airports? At the time ADP must have been disappointed when the bidding for the new Istanbul airport rocketed beyond €20 billion and TAV Airports had to pull out?

**de Romanet:** In 2012, Aéroports de Paris acquired a 38% share in TAV Airports, Turkey’s leading airport operator, and a 49% stake in its subsidiary TAV Construction, a world leader in building airports. This partnership creates one of the world’s biggest airport company alliances, with a portfolio of 37 airports under management, and some 200 million passengers handled in 2013. As we have demonstrated with the Zagreb Airport concession and the call for tenders for the redevelopment of New York’s LaGuardia Airport, our two companies work very well together.

The fact that TAV Airports didn’t win the concession for Istanbul’s third airport is of little importance today. We believe it is unlikely that the new airport will be operational before January 2021 – the end date of TAV Airport’s concession at Istanbul Atatürk Airport. Meanwhile, in September, TAV Airports offered to acquire a 40% stake in Istanbul’s Sabiha Gökçen Airport, Europe’s fastest growing airport, cementing its presence in Istanbul well beyond the end of the concession.

Elsewhere, TAV Airports is strengthening its presence in Turkey, illustrated by the recent successful bid for the Milas–Bodrum Airport concession. This is a major strategic acquisition that will allow TAV Airports to benefit from the dynamism of Turkey’s air traffic until 2030. Moreover, TAV Airports is also present in other countries such as Georgia, Tunisia, Macedonia, Croatia and the Kingdom of Saudi Arabia.

**AB:** In 2008 much was made of the synergies between ADP and Schiphol Group and an 8% shareholder swap was initiated. What has happened since then? What are the highlights?

**de Romanet:** Our strategic partnership with Schiphol Group has allowed us to improve the quality of services offered to customers and has laid the groundwork for exchanges on best practices in innovation, procurement, relationships with airlines, human resources, commercial activities, real estate and international development. Numerous meetings have been held over the last few years, to allow the teams involved to exchange ideas on the challenges and difficulties they face, as well as their best practices. This cooperation agreement has been a considerable success and was expanded in 2011 to include Incheon Airport (Seoul). The partnership was extended for another four years in January 2014.

**AB:** Returning to the subject of the CDG Express rail link, what progress has been made since the ministerial announcement in January? Tell us more about the confirmed role of ADP, the timeline, and costs.

**de Romanet:** The CDG Express project is key to ensuring the attractiveness of Paris-Charles de Gaulle Airport as well as quality of service for passengers. The project was relaunched through the June 2014 creation of a research company that brings together the French State, RFF (owner and manager of the French railway infrastructure network), and Aéroports de Paris, and is responsible for carrying out the feasibility studies. The French Council of State and the European Commission have yet to give a ruling, but I am confident that the project will go ahead on schedule, which means that construction work should begin in 2017 with commissioning in 2023.

At this moment in time, the cost of the project is evaluated at €1.7 billion. This investment will be covered by charging a fare of €2.4 per journey (similar to elsewhere in Europe) plus an additional fee of €1 for all airline passengers, except those in transit. The CDG Express line will be 32 kilometres long and will mainly use existing infrastructure. It will connect the airport to the Gare de l’Est mainline station in just 20 minutes. Services will run every 15 minutes from 05:00 to midnight.
AB: Do you think London will build another runway at LHR... and are you worried about the challenge of that?

de Romanet: It’s not my role to comment on whether the UK authorities will take the decision to build another Heathrow runway or not. However, competition provides additional stimulus and is always good for business. We already have four runways at Paris-Charles de Gaulle Airport, which provide us with capacity for 1,300 flights per day on average, rising to 1,500 at peak times.

AB: Are the current issues of your main customer, Air France (the constant business review, suspended switch of capacity to transavia France etc) giving you sleepless nights?

de Romanet: Aéroports de Paris is supportive of Air France in its recovery plan, for a simple reason: You can’t have a strong hub in Paris without a strong national flag carrier. Air France has the right strategy.

Although the recent strike had a negative impact on our traffic figures, I am confident that Air France will remain among the world’s top 10 airlines thanks to a number of advantages: A young aircraft fleet, the size of its long-haul network, the SkyTeam alliance, and partnerships with Etihad for instance...

AB: Orly is the battleground for three LCCs – easyJet, Vueling and, increasingly, Transavia France (with 85% more seats this September). How are their needs similar or contrasting? Do these carriers pay ‘a la carte’ for what they need and not for what they don’t need?

de Romanet: There is no particular difficulty in managing customer relationships with these three airlines. We consider each as a single client with specific needs. Usually LCCs ask us to help them to reduce costs and optimise turnaround time. Paris-Orly Airport is well positioned to face these challenges thanks to its compact size, short taxing times, drop-off areas, and its passenger fast-track lanes.

AB: easyJet is now the second-largest carrier at CDG with around 6% of seats. What is ADP doing to encourage more low cost carriers and other airlines?

de Romanet: Our teams work in close cooperation with airlines to provide a high level of services to all, regardless of their business model while, at the same time, remaining attentive to specific needs. Working closely together with easyJet, has led to the implementation of a new operational procedure to allow passengers to disembark simultaneously through the aircraft’s forward and aft doors, allowing easyJet to complete turnarounds within its 35-minute deadline, both at Paris-Charles de Gaulle and Paris-Orly.

Let’s take another example. When the first A380 arrived to Paris in 2009, we had to put in place new facilities such as double or triple boarding bridges. Other terminals facilities, runways, taxiways and de-icing equipment also had to be changed. A total of €100 million was invested to adapt all the airport’s facilities, working upstream with airlines. Today Paris-Charles de Gaulle Airport is the third-ranking airport in the world for the number of airlines operating the A380 and now offers 24 parking stands for the super-widebody aircraft.

Since the beginning of this year, 16 new airlines have set up at Paris-Charles de Gaulle Airport. “Our approach, and attention to customer service, definitely enables us to attract new airlines to Paris.”

At Paris-Orly, the needs of LCCs are actually not very different from the legacy carriers which operate mainly medium-haul or point-to-point flights. In the both cases, the check-in needs to be as quick as possible. That’s why common-use check-in kiosks and five automated baggage drop units have been put into service. The LCCs, like all the other airlines, pay the same fees for use of the airport facilities, infrastructure and equipment, through main fees and ancillary fees (providing check-in counters, facilities for baggage in transit etc). The fact remains that some airline clients have greater demands, like the ability to walk in and walk out to the aircraft. For these specific requests, the airport pays for small adjustments, but the airlines pay for any major works necessary for their processes.

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Avoiding the crunch

Following the renewed warnings issued in EUROCONTROL’s Challenges of Growth report last year, the European Economic & Social Committee (EESC) held a public hearing on Airport Capacity in the EU on 30 September 2014. Representatives of various stakeholders from the aviation industry participated in a lively discussion on how best to address the looming Airport Capacity Crunch facing Europe. Elliott Bailey reports.

With air traffic growing again, airport capacity has returned to the agenda, with the bulk of the media focus still on the UK’s ongoing capacity decision receiving a lot of attention, in parallel to ambitious hub projects in Turkey, Dubai and elsewhere. EUROCONTROL’s most recent report on airport capacity finds that passenger traffic will grow by 50% between now and 2035, while airport capacity will only grow by 17%. By their estimate, this will leave 12% of demand unaccommodated – equivalent to 237 million passengers unable to fly. The congestion in the network will mean increased delays (average six minutes), which will in turn have a negative ripple effect on the network (and compromise progress on the EU’s flagship aviation project, the Single European Sky). All of which adds up to a potential €230 billion in lost GDP. At a time when the EU is all about creating growth and jobs, a discussion about a way to avoid the airport capacity crunch seems timely.

Speaking at the opening of the EESC hearing on airport capacity, Angelo Ricci (Italy currently holds the Presidency of the Council of the EU) spoke of their commitment to ongoing negotiations regarding the Single European Sky (SES) and the role of Functional Airspace Blocks (FABs). EUROCONTROL’s Head of Performance, Forecasting and Relations, Brian Flynn also spoke of the need to fully implement the SES, stressing that this is vital to securing better use of existing capacity. Airports are still isolated to some extent from the Air Traffic Management network. Closer cooperation and more data sharing would help to secure the predictability needed in order to use capacity in a more effective way. The growing of number of European airports who have fully implemented Airport Collaborative Decision-Making (A-CDM) (15 airports) is a very positive step in this direction.

At the request of the European Commission, the European Economic and Social Committee (EESC) will produce an Opinion on airport capacity. Mr. Jacek Krawczyk, President of the EESC Employers’ Group has been appointed rapporteur for the opinion. At the hearing, Krawczyk spoke passionately on the issue, saying “The only way to optimise and rationalise airport capacity is through the European approach. A regional or national approach will fail”. He expressed his disappointment that not enough data are available on that important issue.

In his speech, Olivier Jankovec, Director...
General ACI EUROPE, sounded the alarm about the level of investment in airport capacity and the long term nature of implementation of new airport capacity. He commented "Capacity was not on the radar for a while due to the economic crisis. When air traffic dropped so severely, no one wanted to hear about new investments in infrastructure. Five years on, we are seeing a significant recovery in traffic – but our politicians need to wake-up to the reality of the looming airport capacity crunch facing Europe. Look at the levels of investment in airport infrastructure in the Middle-East, Asia and Latin America. Look at the growing economic power and influence of these regions. We are falling behind."

Jankovec also stated that optimising existing capacity and other mitigation measures (high speed trains, better usage of secondary airports, smoothing of airports schedules) are only part of the solution. Europe needs more airport capacity and if it doesn’t build it, it will only serve as a further risk to the continent’s relevance in the new world order. Jankovec also spoke of the work that the industry is doing to reduce its carbon footprint, through ACI EUROPE’s carbon certification standard, Airport Carbon Accreditation.

“To provide growth we have to extend capacity,” stated Birgit Otto, Executive Vice President & Chief Operations Officer at Amsterdam Airport Schiphol. In the short term, the airport is optimising its capacity through implementing A-CDM, by upgrading aircraft stands to accommodate larger aircraft, reconfiguring the departure halls, enlarging baggage systems and reclaim hall capacity, and improving the quality of service for passengers. Looking at the long term, a number of solutions are needed: implementation of the SES and SESAR and airport master-planning – support for main airports and hub carriers. Schiphol also opts for the use of regional airports to provide relief capacity. Ms Otto emphasised the role of public dialogue in obtaining support for further growth of the airport. It was only due to public consultations that the master plan for further development of the airport could be approved.

Emmanuelle Maire, Head of the Internal Market & Airports Unit at the European Commission’s (EC) DG MOVE, moderated the second session of the hearing entitled ‘Europe’s airport landscape of the future: opportunities and risks’. She explained that the European Observatory on Airport Capacity, was set up seven years ago by the EC to address the issue, and underlined the urgency of the issue, saying ‘By 2035 more than 20 European airports will be running at or close to their capacity’. A number of projects linked to airport capacity were presented by Turkish Airlines, and Swedish Air Transport Society. Fiona McFadden from the SESAR Joint Undertaking presented the latest projects within SESAR for improving the use of existing capacity both on the ground and in the air.

Margus Rahuoja, the recently appointed Director of Air Transport, DG MOVE at the European Commission concluded the hearing. The Opinion of the EESC is currently scheduled to be adopted in mid-December. Vanessa Haumberger of Munich Airport is the airport industry expert assisting the EESC.

Margus Rahuoja, Director of Air Transport, DG MOVE, European Commission: At the request of the European Commission, the European Economic and Social Committee EESC will produce an opinion on airport capacity.

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Representatives of various stakeholders, including ACI EUROPE, participated in Task Force I Meeting of the EU Observatory on Airport Capacity.

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Olivier Jankovec, Director General ACI EUROPE: “Look at the levels of investment in airport infrastructure in the Middle-East, Asia and Latin America. Look at the growing economic power and influence of these regions. We are falling behind.”

Emmanuelle Maire, Head of the Internal Market & Airports Unit at the European Commission’s (EC) DG MOVE, moderated the second session of the hearing entitled ‘Europe’s airport landscape of the future: opportunities and risks’. She explained that the European Observatory on Airport Capacity, was set up seven years ago by the EC to address the issue, and underlined the urgency of the issue, saying ‘By 2035 more than 20 European airports will be running at or close to their capacity’. A number of projects linked to airport capacity were presented by Turkish Airlines, and Swedish Air Transport Society. Fiona McFadden from the SESAR Joint Undertaking presented the latest projects within SESAR for improving the use of existing capacity both on the ground and in the air.

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In the meantime, ACI EUROPE hosted a meeting of the EU Observatory on Airport Capacity on 23 October, where all the key stakeholders were present to discuss the work of Taskforce 1. Taskforce 1 is jointly chaired by ACI EUROPE and Airport Regions Conference (ARC) and it is focused on ‘The Economic impact of unaccommodated demand and environmental variables influencing airport capacity’.
ACI EUROPE DG’s Georgia visit supports development of emerging airport market

The Director General of ACI EUROPE, Olivier Jankovec, visited Georgia in September at the special invitation of the United Airports of Georgia (UAG) – the owner of all Georgia’s four airports, which became a member of ACI EUROPE exactly one year ago.

All UAG airports have been modernised over the past decade:
- Tbilisi International Airport’s new terminal opened in February of 2007. The airport is operated by TAV Airports.
- Mestia Airport (Queen Tamar Airport) was officially opened in December 2010 to support the mountainous regions of Georgia and especially facilitate tourist development. The airport is directly operated by UAG.
- Kutaisi David The Builder International Airport was opened in September, 2012 as “the first low cost airport in the region.” Kutaisi Airport is also directly operated by UAG.
- Jankovec met with representatives of the Civil Aviation Administration and Georgia’s Air Navigation Services, the Deputy Minister for Economy Dimitri Kumashvili, as well as TAV Georgia’s General Manager, Mete Erkal. Discussions focused on the state of the industry, market developments, and a range of regulatory and policy issues regarding airport development in Georgia. The resulting press conference generated significant national press and TV coverage.

"Membership of ACI Europe is of a great importance for UAG and its staff, as it gives us a unique opportunity to get connected to more than 450 airports from 45 countries and access best practice experience which will support the further development of the emerging airport market in our young country.” said Kate Aleksidze, CEO of UAG airports.

Finally, this also involves allowing Italian airports to enforce minimum quality standards for ground handling – so that they can make a genuine difference in improving the passenger experience and their own competitive position.

Airports ready to play their part in Italy’s economic recovery

In October ACI EUROPE met with the Italian Transport Minister, Maurizio Lupi, together with Italian airport association Assaeroporti. The objective of the meeting was to discuss the work programme of the Italian Presidency of the EU for the aviation sector and to address a number of regulatory issues threatening the development of Italian airports – and their contribution to Italy’s economic recovery.

ACI EUROPE was generally praiseworthy of the Italian Government for its efforts to progress on the implementation of the Single European Sky and also fully supports its intention to press ahead with the revision of EU passenger rights legislation and slot regulation – in spite of the impasse created by the disagreement between the UK and Spain over Gibraltar. Looking at how Italian airports have significantly outperformed economic activity in their country (traffic is up 4.2% to 117 million so far this year to end-September) ACI EUROPE stressed the key role they are playing in supporting economic recovery, through the essential connectivity they provide to Italian cities and regional communities. In this regard, ACI EUROPE called on Minister Lupi to further progress on addressing a number of pending regulatory issues that are still holding back airport development in Italy.

Olivier Jankovec, Director General of ACI EUROPE said “The Italian Government is committed to reforming the country to spur economic growth and there is no doubt that airports are a vital part of this agenda. This means urgently clarifying the procedure for the approval of airport charges so as to provide an adequate return on investments.”

ACI EUROPE initiative: “In Italy, the process of determining airport charges in terms of timing and approval procedures is still not clearly defined. The development of Italian airports requires, on the contrary, a clear and efficient plan in order to guarantee an adequate return on investments.”

Bologna Airport’s Network Development Manager, Francesco Casciari, agrees. “We put every effort into persuading airlines to start new routes at our airport; together with the underlying economic conditions the business environment is unbelievably competitive. So the urgency for clarifying the procedure for the approval of airport charges is overwhelming – we, and all the Italian airports, are very frustrated by the procedures. Sooner or later they must change, so we welcome ACI EUROPE’s timely application of pressure for reform during the Italian EU Presidency.”
The news that came on 16 September was very precise: “ADP Ingénierie [ADPI – the design and engineering subsidiary of Aéroports de Paris Group] wins the competition for the design of Terminal 1 at the new Daxing Beijing International Airport.” What is known about Beijing Daxing International Airport is that it is one of the new breed of mega-airports along with Istanbul Grand Airport (IGA) and Dubai World Central Al Maktoum Airport (DWC), which are successfully challenging the world domination of the big airports in the US and Northern Europe.

Each of these airports has plans for at least six runways each, and each has been billed as a likely ‘world’s biggest’. Indeed, Dubai’s existing airport snatched the crown of biggest international airport from Heathrow earlier this year, while Istanbul’s current main airport – Atatürk – will also overtake Amsterdam to become Europe’s fourth largest airport before the year is out (and could pass Frankfurt for third place in 2015).

But plans for the new Beijing Daxing Airport are least known. Since the award to ADPI, many reports have been speculative and inaccurate – including publishing pictures of the unsuccessful Foster + Partners design.

Much of what is currently being quoted about Beijing’s new International Airport Daxing is based on the 2011 award of the airport master plan to NACO (Netherlands Airport Consultants) for a concept defined as having “a capacity to handle up to 130 million annual passengers [and] a total of eight runways.”

In this interview with Airport Business the ADPI CEO Guillaume Sauvé explained: “In 2010 the client [Beijing New Airport Holding (BNAH)] conducted a study with four contestants for the master plan. The client has worked to deliver a master plan which accommodates influences from the four designs, so the master plan is led by the client.”

What do we know about the new Beijing Daxing International Airport?

Paul Hogan reports.

Winning the competition for the design of Beijing Daxing Airport is a huge bonus for ADPI which last year also won the contract to design the new terminal at Hainan’s Haikou Meilan Airport scheduled to open in 2020.
Indeed, ADPI submitted two alternative designs – one for a radical, ‘underground airport’ with a ‘movement-free airfield’, as well as a more conventional option. “I can say that the [current] solution is more conventional,” Sauvé disclosed.

Many of the plans are still confidential. “We are now working on a process of optimisation of our proposal, working with the client to fine-tune the image – so there is no image at the moment. But I can say we have worked a lot on the internal planning of the terminal, especially its compact design which will feature a stacked, two-level departures area – a compact building producing a very efficient envelope which will be largely lit by natural light. If we were to keep to only one level for departures it would become too large for 45 million passengers,” he continued. “Our targets were to minimise walking distances to make sure that no departing passenger walks further than 600 meters without using the people mover.”

While elements of the building’s design have yet to be unveiled, the precise role of the airport has not yet been made fully clear either – including the range of international or domestic services which will be transferred from the existing airport. Sauvé says this will not prevent ADPI from being able to future-proof the design. “The advantage of Aéroports de Paris Group is that we have considerable operational experience of this.”

Major contracts in China

In Paris we are operating in some terminals which opened in 1974 but which today are serving A380s – events that could not possibly have been anticipated. So we have to remain flexible, especially in the early stages of the design, so that the terminal is adapted to the trends of the aviation market. Our duty as designers is to make sure that the terminal can accommodate such change. We know we have 82 gates so we will be able to adjust to any solution of traffic allocation.”

Assimilation of technologies extends to the latest means of transferring passengers from high speed rail and downtown transportation links, which will be assimilated into the terminal design. “The terminal plans include the Ground Transportation Center – the GTC – to allow proper access. The client is driving and progressing this and ensuring that every step is organised and approved. But the two items – the air terminal and the GTC – are fully integrated; the two will work completely together,” Sauvé explained.

ADPI has previously won other major contracts in China, including the master plan and design studies for Terminal 3 at Chongqing Jiangbei International Airport in 2011, and the contract to design the new terminal at Hainan’s Haikou Meilan Airport in 2013. Despite the fact that many things about Beijing Daxing Airport are yet to be announced, one thing is entirely clear – winning this competition is a huge bonus for ADPI. “This award, after such sharp competition, marks a major step for Aéroports de Paris Group in China,” Sauvé said. “A very important move, as Shanghai Pudong was a long time ago, the market in China is huge and Beijing Daxing is obviously especially important for ADPI in this market. Beijing Daxing is the most important reference.”
The performance of Pau-Pyrénées Airport in terms of yields and load factors is among the highest in France. Throughput has performed consistently well, with a 5.9% increase to 645,577 passengers in 2013. “2013 was a very successful year for Pau-Pyrénées Airport. We’ve strengthened key routes serving the local business market and enriched our leisure offering with new scheduled flights to Corsica by Hop!, which announcing a new route to Ajaccio in addition to Bastia this summer,” Jean-Luc Cohen, Director of Pau-Pyrénées Airport, commented.

Pau-Pyrénées Airport is the access point for travellers to the Pyrénées and Gascony regions. The rich city heritage sites and renowned gastronomy makes it the ideal base from which to explore the region. Both Pyrénées resorts and the ocean are reachable in one hour, while the Lourdes sanctuary is only 40 minutes away. “Pau is also a city of sport and events, every year hosting world-class horse races, international golf competitions, car races, the Tour de France, the largest white water sport centre, and ski resorts are only 60km away,” Aurélia Moniot, Communication & Marketing Executive at Pau-Pyrénées Airport, explained. “We are working in partnership with several foreign trade organisations and believe the inbound leisure segment, for LCCs or charter operators, has great opportunities to develop in Pau.”

Multinational corporations ‘Pau’s strongest asset’

From the 1950s to the 1990s, Pau’s economy depended on the production of natural gas and sulphur, and saw the creation of Elf Aquitaine, now part of Total. Total has further invested heavily in the region with the creation of its main technical and scientific research centre, which has over 2,900 employees. The sector has transformed in recent years to create one of the premier petrochemical research and innovation hubs, with major players such as the Japanese Toray, and Arkema, and dozens of other players. The SAFRAN Group is also very dominant in the region with Turbomeca, the leading manufacturer of gas turbines for helicopters, and Messier-Dowty, the world’s largest manufacturer of aircraft landing gear. A strong food-processing industry is also present with one of the leaders in the agriculture and food industry markets, Euralis, and also Lindt.

“Most large corporations in Pau are multinationals and are the airport’s strongest asset,” Cohen said. “Our market provides a high contribution of passengers that require the right service to the right destinations. The UK, Netherlands, Germany, Italy, Spain and Morocco are our top priorities to satisfy demand. We also want to recapture the leakage from medium size companies and leisure travellers that may not be given sufficient choice at the moment.”

A number of opportunities exist to capture the market with additional direct services. As part of the airport’s expansion strategy, it is working to better identify opportunities and liaise with airlines that suit the market. “This is an important initiative to gain momentum in the larger European marketplace, and we have great expectation to continue supporting economic growth and leisure passengers in the region,” Cohen concluded.

Pau – a gem in south west France

Pau-Pyrénées Airport is located at the heart of the most dynamic economic centre in the south west of France, with employment rates and GDP per capita higher than the national average. It is also a city rich in heritage sites and attractions for leisure travellers, and the airport looking on capitalise on these opportunities to secure additional direct air services.
A revealed gem in South West France

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City of sport, heritage and gastronomy
Nice Côte d’Azur is an airport of many distinct and advantageous facets. Nestled in the heart of the Riviera, it is furnished with one of the most spectacular backdrops in the world, and France’s postcard-perfect Mediterranean coastline is a region full of possibility for travellers from all over Europe and beyond.

As its gateway, the airport is the first aspect of the region that the urbane and affluent voyagers to the area see and their last memory when they leave, and as such, the airport possesses the unmatched opportunity to create an extraordinary journey for its passengers, knowing that in return they will invest in the commercial experiences that it has to offer.

This is, perhaps, one of the reasons why the airport’s upcoming retail tender is so hotly anticipated. In a complete renovation of the airport’s Terminals 1 and 2, that will see more space dedicated to the airside aspects of the passenger journey, Nice Côte d’Azur is making over the entirety of its retail and F&B area, to create a commercial experience that is thoroughly in keeping with the character of the Côte d’Azur.

Filip Soete, Aéroports de la Côte d’Azur’s Chief Commercial Officer has called the renovations to Terminals 1 and 2, which will open in May 2016 and May 2017 respectively, a “quantum leap” for the airport.
Work on the redevelopment of the airport has already begun – the winner of the tender for the airport’s F&B operation has already been decided upon and will be announced in December – and the interest from all of the world’s major players in the bidding for F&B has given Aéroports de la Côte d’Azur’s Chief Commercial Officer Filip Soete confidence that the level of interest in its Core Business tender for Alcohol, Tobacco and Perfume – which was launched in Cannes – will be high. His vision, Soete explained, is to create within Nice Côte d’Azur the “most surprising commercial experience in a European airport”. “We are on the Riviera, and we have the whole world passing through Nice, so for us sense of place will be very important,” he said. “We want the airport to serve as a showcase for local brands, for brands that are perhaps less known today but will be tomorrow, and for really niche brands that you don’t find in other airports. We want to be a bit different to others – because airport commercial offers are often standardised, and we want to have a more individualised offer, which links us again to the Côte d’Azur and the Riviera.”

It is very important to the airport authority that it plays a key role in the decisions made surrounding the nature of its retail experience and what is featured within its commercial areas. The retail offering, it is already known, will consist of a core offering comprising of four categories: Riviera essentials, French essentials, trendsetting essentials and airport essential items.

A ‘quantum leap’

The renovations taking place are, by a significant stretch, the most important commercial developments ever to be completed at the airport. It is also the first time at Nice Côte d’Azur that a development project has centred on the retail operations of the airport, rather than the other way around. The rejuvenated Terminal 1 is set to open in May 2016, with 11,000sqm of its area impacted by the revamp, seeing retail space grow by 160%, lounges by 70% and seating spaces by 60%. In Terminal 2 meanwhile, 23,000sqm will be updated, with 110% more commercial space, 90% more seating and lounges doubled in size, to open in May 2017.

At the TFWA World Exhibition & Conference, Soete spearheaded the airport’s travel roadshow where, to a meeting of concessionaires, brands and the press, he shared exactly what the airport is hoping to see in this, one of the most eagerly awaited European airport retail tenders in recent memory, and what he has called a “quantum leap” for the Riviera’s gateway. “We have a lot of people coming here because they are nostalgic or dreaming of the Riviera, so we need the kind of offer with brands that are iconic for the Riviera, but also for France,” Soete said. “When people are departing from Nice the airport is the last thing they see of the French Riviera, so we want that to stay with them until the moment that they board. For them to say, ‘It was great, and even at the airport it was great because I experienced it to the last moment. And maybe next time when I come back I will come fifteen minutes earlier to the airport because of these things.’ If we can do that I think we have everything to gain.”

Soete’s vision, he explained, is to create within Nice Côte d’Azur the “most surprising commercial experience in a European airport”, and the airport authority will play a significant role in its development, working with all of the stakeholders to determine the direction that its retail offering will take.
The brand new CEO in charge at Liverpool John Lennon Airport (LJLA) has a plan to turn around the loss-making operation which handled 4.2 million passengers in 2013, down from a high of 5.4 million in pre-recession 2007, and down a further 5% so far in 2014 (January-September).

Cornish plans to return Liverpool John Lennon to profitability

Peel Group, the private real estate, media, transport and infrastructure investment company which bought back the airport from Vantage Airports in April, has made a powerful appointment to engineer the turnaround in the form of Andrew Cornish who joins the airport with an impressive track record of experience in the aviation industry, having spent five years as Managing Director at Manchester Airport and, more recently, as Chief Customer and Brand Officer at Aer Lingus.

"My clear long term objective is to get traffic up and to make profits. But on arrival I decided that my first priority should be a personal assessment of safety and security – I could not pursue anything else without making sure that these fundamental matters are in good shape – and they are. There’s also no need for sweeping changes in the management team, nor the infrastructure or fabric of the airport."

Cornish told Airport Business.

But Cornish is aware of the structural challenge facing many UK regional airports – following the closure of Plymouth Airport in 2011, two more airports have closed this year, including Manston in Kent and Blackpool Airport in September, (just one hour north of Liverpool). So while he sets about the dual task of identifying more profitable route opportunities for airlines, combined with returning his own airport to viability, Cornish says that other factors beyond his airport’s immediate control will also need to be tackled by the airports community as a whole: "Air Passenger Duty (ADP) is a particular evil, a crude tax often representing the largest portion of consumer cost and one which also disproportionately disadvantages regional airports, especially those launching fragile, start-up routes."

Despite these realities Cornish’s focus has now turned to “building relationships with airline customers and the local business community.” Within two weeks of starting his new job Cornish had his first face-to-face meeting with his largest customer, easyJet, and he has similarly engaged Ryanair. “Both of our largest customers seem very happy – but the fact remains that we have a number of geographies which are unserved or underserved – for instance businesses in the catchment have significant demand for connections to Germany. It’s clearly our job to provide the airlines with arguments to establish these links.”

As a result Cornish says he is “talking to a lot of airlines.” Indeed, following the withdrawal of KLM’s service to Amsterdam, the airport is in considerable need for a global hub connection again, from perhaps Air France, Lufthansa or even Turkish Airlines. Cornish says he is also “inevitably” talking to his recent former employer, Aer Lingus – the Irish national carrier does not serve the airport, yet Liverpool would be an obvious city from which to feed its re-emerging North Atlantic hub at Dublin.

These desires aside, there are recent successes to build upon. Romania’s Blue Air is growing its presence at Liverpool after announcing it will start a Bucharest route in December, with the subsequent announcement that it will begin operations to Bacau in March. "Bacau is close to the Moldovan border and we have a significant Moldovan community in Liverpool – this was a great example of how an airline has assessed its own assets and then looked at what we have to offer in a catchment of 1.5 million including the UK’s 5th largest city. Not all new routes need to be as creative as this – there’s a lot of other viable air service opportunities from Liverpool John Lennon Airport."
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“Airport modernisation is producing actual, tangible results”

An interview with Olga Pleshakova, CEO, Transaero Airlines, by Paul Hogan.

AB: Bilateral aviation regimes mean Transaero is frozen out of certain countries. If there was open skies-type liberalisation where would Transaero like to fly to, in Europe and North America?

Pleshakova: Over several years we have seen the developments in liberalisation of the bilateral relations. Although conditions are removed from the principles of open skies, in 2012 Transaero Airlines was appointed as the second designated carrier from the Russian side on routes from Moscow to Rome, Milan and Paris, as well as from St Petersburg to Rome and Milan. In 2013, we also got approval to operate Moscow-Antalya, -Istanbul, -Dubai, and St Petersburg-London, and -Dubai.

At the moment, it is more important for us to increase the flight frequency on the routes on which we have the right to operate. As for new destinations, we would be interested in serving the Moscow-Prague route and we have bid for second designated carrier status from the Russian side.

The bilateral agreements between Russia and the US are based on other principles: There are no restrictions on the number of designated carriers and, while there are frequency restrictions on certain routes, these agreements provide for a lot of opportunities.

AB: Should/could Transaero fly from more regional Russian cities to Europe where there is less regulation?

Pleshakova: I think that this question is mainly about demand for such services and we are seeing rising demand for direct air services from Russia’s regions to popular international resorts. This winter, Transaero will serve 49 routes from 17 Russian cities. But rather than bilateral regulation, a major factor affecting these services includes visa requirements. It’s obviously easier to go to a visa-free country than applying for a visa.

AB: In normal circumstances do you agree that real demand for international air travel to/from Russia is very much higher than supply? If so – how much more – could demand be as high as more than double on offer?

Pleshakova: I don’t agree. The aviation market is highly competitive. As soon as demand appears, an offer is formed for this or that route. Transaero’s fleet comprises of aircraft with capacity from 126 to 522 seats, allowing us the flexibility to adjust to the market requirements.

AB: Transaero domestic services grew almost 35% in the first nine months of 2014 (to 35.4 million passengers). What factors made domestic growth so strong?

Pleshakova: The growth of domestic traffic is the key development trend in our country which is being influenced by a number of factors including the development of underlying business activities, measures undertaken to encourage domestic travel, and national currency fluctuations. Transaero is striving to maximize these emerging opportunities and therefore our domestic traffic growth rate is the highest among the five largest Russian airlines. That is why we are launching 10 new domestic routes in the 2014/2015 winter season.

AB: So how much will Transaero’s international and domestic traffic grow in 2015?

Pleshakova: I think that the Russian aviation industry will continue to grow at a rate that is considered high by global comparisons. As for Transaero, we will continue to gradually implement a considered development strategy: "Rational growth, efficiency and strategic focus”.

AB: Are you satisfied with the pace of modernisation at Russian airports?

Pleshakova: We are delighted to see the modernisation of Russian airport infrastructure and this is producing actual, tangible results. The three major Moscow airports are developing particularly dynamically with terminal expansion as well as new runways planned. From this winter season Transaero Airlines fly from two Moscow airports – Domodedovo (which remains the traditional hub of the airline and will account for 60% of the airline’s passenger traffic via Moscow) and Vnukovo, where the new and spacious passenger terminal provides all the necessary conditions for the development of the premium travel segment.

The same can be said for St Petersburg’s Pulkovo Airport where a new modern passenger terminal was opened at the end of 2013. Meanwhile Sochi Airport, which served passengers during the Winter Olympics and the first Russian Grand Prix, has set a new benchmark. We hope that more airports in other Russian regions will also be modernised on similar principles within the Federal Programme as well as through Private-Public Partnerships (PPP) style relationships."
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Recognising progressive ideas in action transforming airport performance and reputations

INNOVATION SHOWCASE

Simplifying the airport experience for passengers continues to be a key trend, with new technology and more traditional customer service efforts helping to improve passenger experiences across Europe. Ryan Ghee reports.

‘Heathrow Helpers’ employed to assist passengers

‘Heathrow Helpers’ are now on-hand across all terminals at London’s Heathrow Airport as part of the ongoing effort to improve the passenger experience at Europe’s busiest airport. The team of Helpers will answer passenger queries relating to their airport experience, and each one will also carry specific pieces of equipment that could be of use to travellers. For example, the Heathrow Helpers’ tool belts include mobile phone chargers for passengers who urgently need to charge-up their device, and they will carry soft toys to help keep younger travellers entertained. Between the team of Helpers, they speak 38 languages, plus sign language, and each one has been hand-picked specifically for their personal skill set. In addition, Heathrow Airport has unveiled its new ‘Heathrow Upgrade’ service. This offers premium travellers a dedicated Helper to accompany them on their airport journey, as well as a porter to carry their bags.

“At Heathrow, we see a wide range of passengers travelling through the airport daily, and with this comes a variety of needs and demands that must be catered for,” explained Normand Boivin, Chief Operating Officer, Heathrow Airport. “That’s why our latest trial highlights Heathrow’s endeavour to provide a unique and bespoke service to everyone using the airport. Our Heathrow Helpers will be present all week, providing passengers with that extra special treatment.”

‘Do it yourself’ bag drop at Hamburg Airport

Hamburg Airport has introduced a new common use self-service bag drop system in Terminal 1, which enables passengers to complete the check-in, tagging and bag drop processes completely independently. The common use nature of the system allows passengers flying with both Lufthansa and easyJet to use the check-in kiosks and bag drop units, which have been supplied by Materna GmbH. Hamburg Airport has also employed Evans Airport Solutions to assist with the layout of the new products to ensure they fit in with the existing terminal infrastructure. Passengers who wish to make use of the ‘do it yourself’ option must first check-in and print their boarding pass using a kiosk if they have not already done so at home. They must then proceed to a bag drop unit, where the boarding pass is used as the identifier. A self-adhesive bag tag is then printed and attached to the bag by the passenger, who can then follow the touch-screen instructions to indicate that their luggage is ready to be processed. Commenting on the installation of the new self-service system, Thomas Lueders, Project Leader for Terminal Management, Hamburg Airport, said: “This enables us to offer our passengers better service thanks, to reduced waiting times, shorter walking distances and ease of orientation. We are now entering the next phase optimistically, expanding the self-service infrastructure.”
Recognising progressive ideas in action transforming airport performance and reputations

INNOVATION SHOWCASE

**Baggage collection and delivery at LCY**

Travellers arriving at London City Airport on a British Airways flight can now choose to have their luggage collected from the baggage reclaim hall and delivered to their final destination, thanks to a new partnership between the airline and a luggage delivery company. Passengers flying into London City Airport have been able to register for the paid-for ‘AirPortr’ baggage delivery service since May 2014, but the ‘Carousel Collection’ element is a new addition, and is initially being offered to British Airways’ Executive Club members free of charge, as long as they also sign-up for the onward delivery service. The service means passengers can land and leave the airport without having to worry about collecting their baggage, as it will be delivered to their home or place of work.

Chris Nash, Customer Experience Manager at British Airways, said: “In line with our ‘To Fly, To Serve’ promise, BA are focused on improving the entire customer journey from the start to the end of the journey, and not simply between take-off and landing. We are delighted to be the ‘first to market’ to offer this service with AirPortr to our BA Executive Club members, representing a clear service differentiator at LCY and benefit to our premium/frequent flyers.”

**Beacon-based wayfinding at Amsterdam Airport Schiphol**

Travellers departing from Amsterdam Airport Schiphol now have a new way to navigate through the airport, after KLM launched beacon-based wayfinding following a successful pilot programme. The beacons, which use Bluetooth Low Energy (BLE) technology and can send push notifications via apps installed on nearby smartphones, were initially trialed in the KLM lounges, but have now been installed across the airport. Passengers who have the KLM app installed on their device can opt to view detailed maps and bespoke directions to their departure gate. If the smartphone owner agrees to use the service, the app will show them the quickest route to the gate, as well as information on how long it will take to walk there. The walking route and time are automatically updated every time the passenger passes a beacon. Initially available on Android devices, KLM is also developing a version for iOS devices.

Martijn van der Zee, Senior Vice President E-Commerce, Air France-KLM said: “Customer feedback, especially on social media, has told us that passengers – even experienced travellers – often worry about transferring to another flight. 67% of our passengers at Amsterdam Airport Schiphol are transfer passengers. KLM aims to improve customers’ travel experience with this service.”
Just as the development of technology doesn’t stop progressing, threats to airport security continue to evolve, presenting fresh challenges for the industry. The way that air travel is changing – with less frequent movements carrying more passengers, creating growing peaks and bottlenecks at the checkpoints – means that airports must be prepared to adapt, while the limited footprint available for security processes requires an ever better use of existing facilities’ potential. Factor in the constant financial restrictions on gateways, intensifying governmental regulations and, of course, the continued heightening of passengers’ expectations as services standards grow, and airports face a formidable set of obstacles in delivering an exceptional security experience.

Cyril Dujardin is CEO of Morpho Detection, a leading supplier of explosives, narcotics and chemical detection systems. “Our vision is to address our customers’ requirements as clearly as possible, with advanced solutions that meet current and future needs. We have developed technology around X-ray Diffraction that will allow airports to screen liquids in the bags at checkpoints without the need to take them out. We focus on airport requirements, on passenger requirements and of course on future-proof designs.”

The development of the new XDI technology to which Dujardin refers can be used for liquid explosives, but future development could see it also being used to detect solid explosives if and when airports are required to screen solid explosives automatically at the checkpoint.

At the 9th ACI EUROPE & ACI Asia-Pacific Airport Exchange, Morpho Detection will announce a new contract with Fraport AG, for the implementation of 45 state-of-the-art Itemiser DX explosives trace detectors, being deployed at Frankfurt Airport this year as a result of new EU legislation for explosives screening of personnel, materials and concessions entering secure areas of airports. Morpho Detection has also signed with Deutsche Lufthansa AG for the delivery of 17 desktop Itemiser DX ETDS.

Leveraging data
In this interconnected age, airports have more knowledge of their customers than ever before, and this, explained Oren Sapir, President & CEO, ICTS Europe, could be the key to airports’ ability to adapt to new threats, while delivering an increasingly more service-minded operation.

“The notion of the trusted passenger can contribute a lot in this sense,” Sapir said. “The criteria for the selection of such passengers should be a combination of factors, which should be in a kind of black box, and can even vary in times. Those passengers who can go through a lighter check would go faster through the gates, improving throughput, and as a result customer satisfaction is expected to increase, while a more concentrated and focused team of agents will conduct the processing of non-trusted passenger.” ICTS delivers tools for airports that allow the real time collection of data in a checkpoint environment – factors such as waiting time, the number of passengers in line, security human resources allocated and customer service level.

“The use of data mining accompanied by applied algorithms, and pre-checks of passengers are a key element in that domain,” affirmed Sapir. “Innovative detection technologies, which will be able to screen bags without the need to empty various items, are also critical.”

“For me the ideal experience is no security,” furthered Dujardin. “Or, at least the feeling that there is no security – that everything is as much as possible automated and seamless for the passenger.”

Morpho Detection is working with stakeholders in the security process to create an experience that is as streamlined, seamless and positive as possible for the passenger.
SOME THINK AIRPORT EFFICIENCY HAS REACHED ITS LIMITS. WE THINK DIFFERENT.

“Streamlined” is a term often used in the aviation industry. Where some apply it to aeronautics, we apply it to excellence in baggage handling. Together Crisplant and BEUMER offer a unique blend of hardware, software and “brainware”. For us, streamlining doesn’t simply mean quicker, greener and safer technology. It means seamlessly integrating end-to-end baggage handling solutions that meet an airport’s specific requirements. For us, efficiency doesn’t end with project commissioning; it just starts there. Our global Customer Support organisation ensures you reap efficiency gains from day one and continue to do so long into the future.

For efficiency without limits, visit www.beumergroup.com

No RESA? No Problem, with

According to ICAO’s updated Annex 14 Aerodromes Standard and EASA (European Aviation Safety Agency) Certification Specifications and Guidance Material for Aerodromes Design, EMAS arresting systems, such as EMASMAX, are now officially accepted as an Alternative Means of Compliance to a RESA.

• EMAS arresting systems are permitted to be installed within the runway strip, a critical factor when RESAs are non-existent or severely constrained.

Providing Safety at Over 90 Airport Runways Worldwide.

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Visit us at Booth D45 at the 2014 ACI Europe & ACI Asia-Pacific Airport Exchange, Paris, France November 3-5, 2014
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Photo: Kjevik Airport, Kristiansand, Norway, courtesy of AVINOR

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Aéroports de Paris

**Aéroports de Paris** is a world leader in airport design, construction and operation. It is Europe’s second-largest airport group for passengers – with more than 90 million passengers welcomed, 157 airlines, and 351 cities served from Paris-Charles de Gaulle and Paris-Orly alone, in addition to its freight and postal activities. Aéroports de Paris is ranked among the largest airport groups in the world. It manages 37 airports directly or indirectly, and welcomed 200 million passengers in 2013. The group’s number one priority is to ensure the satisfaction of its customers, passengers and airlines.

Paris, a unique position in Europe

ADP boasts an exceptional geographic location, benefiting from the appeal of Paris and France, the world’s top tourist destination. In addition, most major western European cities are less than a two-hour flight away.

Three complementary airports


**STAND C30**

Fondazione 8

NEWS

**Fondazione 8 Ottobre 2001 Per Non Dimenticare** is an entity of the Committee ‘8th October 2001 to never forget’, which was set up after the accident at Milano-Linate Airport October 8, 2001, in order to take up all the possible initiatives to prevent similar events in the future. To achieve this purpose the foundation organises initiatives and participates in conferences, debates, seminars, and meetings, to help raise awareness around the issue of flight safety. In the years since 2001, through the intense activity of its technical task force, the foundation has organised several conferences all over the world in cooperation with all the main entities representing international civil aviation – among others, the Flight Safety Foundation (on which it is a Board of Governors Member), ACI Europe and EUROCONTROL. The foundation’s President Paolo Pettinaroli was invited to the 38th ICAO General Assembly as a member of the Air Crash Victims Families Association (ACVFG).

With the aim of constantly strengthening the level of safety and the safeguard of passengers, Fondazione 8 Ottobre 2001 Per Non Dimenticare has decided to organise an international conference on the subject of ‘Flight safety and assistance for victims and their families after an air crash’, which will be held in Milan on October 21 and 22, 2014.

For any further information, please visit the website: www.comitatoottobre.com

**STAND C11**

Northrop Grumman

NEWS

Northrop Grumman Airport Systems provides products and services for airport management, ANSPs and other stakeholders in airport operations. ARC is Northrop Grumman’s award winning airport collaboration and decision support system. Built on flexible functional modules, ARC provides a comprehensive data sharing capability and live situational awareness. Innovative processing techniques power realtime decision support tools, delivering optimised data directly to the people that need it. The ARC suite is made up of the following modules:

- ARC A-CDM
- ARC Passenger Flow
- ARC Analytics
- ARC Turnaround Tool
- ARC Professional Services

ARC can help to improve operational efficiency, optimise resource management, and improve the passenger experience at the airport. With collaboration, anything is possible.

**STAND B7**

ZOLL

NEWS

ZOLL Medical Corporation, an Asahi Kasei Group company, develops and markets medical devices and software solutions that help advance emergency care and save lives, while increasing clinical and operational efficiencies. With products for defibrillation and monitoring, circulation and CPR feedback, data management, fluid resuscitation, and therapeutic temperature management, ZOLL provides a comprehensive set of technologies that help clinicians, EMS and fire professionals and lay rescuers treat victims in need of resuscitation and critical care. For more information about ZOLL, visit www.zoll.com. For additional information about Asahi Kasei, please visit www.asahi-kasei.co.jp/asahi/en/

**STAND E24**
Airport Research Center

Airport Research Center GmbH (ARC) is an independent global provider of professional airport planning and decision support services, aiming to optimise investments and reduce operational costs. The world-leading CAST 3D airport simulation software, developed and distributed by ARC, comprises simulation, planning and optimisation systems for pedestrian, vehicle and aircraft traffic to model processes of land-side, terminal, air-side and airspace. ARC’s services and products range from airport planning, design, capacity assessment & simulation, and aviation market analysis & demand forecasting to expert consulting in strategy development. The international clients include airports, airlines, ground handling companies, authorities, research organisations and planning and consulting companies. 2014 ARC has a joint stand with Airbus DS, and the exhibition highlights include the live presentation of the CAST based Airport Gaming Platform, which has been developed in cooperation with Airbus DS and will be installed at EUROCONTROL to evaluate and develop performance-based airport management in an Airport Operations Center (APOC) for operations in nominal, adverse or exceptional operating conditions. The latest software developments of CAST Terminal, CAST Aircraft and CAST Vehicle will also be showcased, including recent cases studies. Looking forward to meeting you in Paris at stand C16! www.airport-consultants.com

STAND C30

Amadeus IT Group

Amadeus is a leading IT provider for the global travel and tourism industry, delivering advanced technology solutions to airport operators, ground handlers, travel providers and travel agency customers worldwide. The company is divided into two main business areas: Distribution and IT Solutions. Through the Distribution business area, Amadeus offers airports, ground handlers and travel providers – today, principally airlines – an extensive portfolio of technology solutions which automate mission-critical business processes. The uniqueness of Amadeus lies in its central platform community model, where the two business areas and all actors in the travel ecosystem are integrated and interact in a seamless, real-time fashion. Innovation and excellence are at the heart of Amadeus’ operations. In December 2011 Amadeus was once again recognised as one of the leading companies in Europe for investment in Research & Development by the European Commission, ranking as the top European investor both by total R&D investment in the computer services category and within the area of travel and tourism.

STAND C59

Earth Networks

Earth Networks operates the largest weather observation and total lightning detection networks, and is building what will become the largest greenhouse gas monitoring network in the world. Observational data and solutions from Earth Networks combine to provide aviation professionals with total lightning information recommended for use by the US NTSB as a critical element in reducing risks inflight and on the ground, ensuring the safety of aircraft, crew, ground operations and passengers. Earth Networks (www.earthatnetworks.com) is headquartered in the Washington DC area, with offices in Mountain View, Calif; New York, NY; Milan, Italy; and a local presence in 50 countries worldwide.

STAND F3

Boschung Airport Division

The Boschung Airport Division (BAD) operates worldwide in the field of planning and supporting activities for airport projects. Its philosophy is to design and produce surface maintenance equipment for airports, integrating the newest technological progress in a fast-changing aeronautical industry. The star product of the Boschung company, unique in shape, is a year-round airport cleaning vehicle called Jetbroom, which has been designed for runways, taxiways and apron areas. The Jetbroom concept allows – based on a special ground vehicle designed by Boschung - the use of a large variety of equipment.

In one operation the Jetbroom can carry out in winter periods:
• Snow clearing with plow
• Mechanical black cleaning by means of a broom assisted by a blowing system – active in front of the broom and also between broom and back axle
• Attachment of a spreader

Boschung’s philosophy is to design and produce surface maintenance equipment for airports, integrating the newest technological progress in a fast-changing aeronautical industry.

Winter 2014 Airport Business 31

ACI AIRPORT EXCHANGE 2014

The world-leading CAST 3D airport simulation software, developed and distributed by ARC, comprises simulation, planning and optimisation systems for pedestrian, vehicle and aircraft traffic to model processes of land-side, terminal, air-side and airspace.
Bosch Security Systems

The integration of all security-technical systems into an overriding management system is appropriate in order to significantly increase the level of security in an airport. It opens the possibility of automatically correlating alarms and other information from individual subsystems. If required, targeted measures can be taken very quickly as well, responding to dangerous situations or incidents. Additionally, central management is primarily responsible for ensuring that complex operations can be operated both efficiently and economically. After all, in one day in an airport thousands of notifications and alarms for all security areas and technological facilities need to be managed and coordinated.

In its Building Integration System (BIS), Bosch offers operators a complete overview of all subsystems, all centralised areas and even the status of individual detectors, ensuring that a proper reaction to notification and alarms occurs, and that these are acknowledged. In addition, the operator can define escalation procedures in case a user does not immediately respond to an alarm.

As a central management system BIS is simplified through the increasing use of classic network technology such as Ethernet and IP, so that a common and cost-efficient technical platform is available in all areas of security technology. Information transmitted by video cameras, fire and smoke detectors or door controls can be combined via uniform protocols such as TCP/IP and standardised interfaces like OPC. This even allows for the integration of third party subsystems in building and security technologies.

STAND C58

AERTEC Solutions

AERTEC Solutions is the most aeronautical of airport engineering firms. AERTEC Solutions designs engineering and consultancy solutions for airports, covering every single aeronautical aspect throughout the entire airport life cycle, from conception to planning & design and operation. AERTEC understands an airport as a space for people – a place that should offer peace and comfort to its passengers, while also ensuring safe and seamless aeronautical operations.

An airport is essentially an operations centre for people and for aircraft. AERTEC engineers and consultants are dedicated to the aeronautical facet of an airport. Present at over 70 airports around the world, its multidiscipline workforce is capable of undertaking expert aeronautical engineering and consultancy services such as: airport planning, aeronautical safety studies, design of flight procedures, airspace studies, airport certification, operational safety plans, basic and detailed design of airfields, aircraft parking apron design, NavAids and AGL design. AERTEC has offices in the UK, France, Spain, Portugal and Morocco, and its workforce is made up of more than 400 aeronautical professionals.

STAND A37

Cobalt Light Systems

Cobalt Light Systems supplies the Insight100 ECAC Standard 3 Type B and Type A Liquid Explosive Detection System (LEDS)/Bottled Liquid Scanner. The Insight100 is designed to seamlessly fit into airport operations. It is easy to use and gives unambiguous results in five seconds. The Insight100 can be used for primary screening or can resolve alarms from Type C or Type D systems. The ease of use, throughput and low false alarm rate has led to the Insight100 being deployed at eight out of Europe’s 10 busiest airports and half of the top 50. Operational data shows the Insight100 consistently gives the lowest false alarm rate of all Liquid Explosive Detection Systems. The Insight100’s capabilities have now been extended to add a metal screening capability, and the system can be fully networked to provide up-to-the-minute performance data. Tests on bottled water show a close-to-zero false alarm rate, and there is no change in performance whether a container is full or partially full. The Insight100 can screen containers down to 100ml.

Operational data shows the Insight100 consistently gives the lowest false alarm rate of all Liquid Explosive Detection Systems.

STAND E43
Increasing demand for air environmental management. Integrated services for aviation industry, and providing airports industry with a unique offer of edge analytical tools for traffic and demand forecasting, noise impact, local air quality studies, global emissions and cradle-to-grave carbon footprinting. Carbon management is not only part of environmental strategy but also a means of increasing the efficiency of airport operations and energy use. As one of Europe’s most innovative aviation environmental research companies, envisa believes responsible environmental stewardship is not just a fundamental part of doing business – it is at the core of who we are as a company. envisa has been conceiving, designing, developing, validating and consulting with environmental models since 2003 and is a driving force behind some of the world’s most trusted data in aviation environmental policy. Visit the envisa booth to learn more about its integrated solutions and training and consulting services, including live demos of its newest web app Aerogenie.

Bruker is an international company specialising in the design, development and manufacture of detection technologies that help solve day-to-day issues; especially those related to countering the threat from terrorism. Its new range of Explosives Trace Detection (ETD) instruments have been designed to offer the highest sensitivity and selectivity, and yet to be simple to use. Its product line includes DE-tector™, a bench-top ETD system. Using industry-standard Ion Mobility Spectrometry (IMS), the product removes confusing operator displays, power is not available. Like DE-tector, RoadRunner uses IMS technology, and this new instrument includes additional novel signal-processing features along with continuous auto-calibration. This results in significantly enhanced sensitivity, which can exceed that of a bench-top instrument. All the ETD instruments from Bruker use non-radioactive High-Energy Photoionisation sources. These sources simplify maintainability by removing the need to comply with regulations for radioactive source safety.

CEIA is a leading manufacturer of security metal detectors with more than 40 years of experience. CEIA metal detectors for airport security comply with the requirements specified by the competent authorities providing automatic detection of metal targets or threats over the entire body – even in cavities, and the maximum flow-rate thanks to unsurpassed discrimination of personal metal belongings. In order to increase the security and the throughput of an airport security check-point, additional equipment provided by CEIA are the SAMD Shoe Analyzer and the EMA Bottled Liquid Scanner. For Cargo Screening CEIA also offers a solution that will drastically improve the screening of non-metallic commercial cargo such as produce, seafood, meats, printed materials, foods and apparel. The EMIS (Electro-Magnetic Inspection Scanner) quickly and accurately screens packages or pallets using a harmless, low intensity electromagnetic field to ensure there are no explosive devices hidden within. This method of inspection does not require visual interpretation of an image, unlike typical x-ray scanners. Threats can be identified throughout the entire stack of cargo, minimising operator interaction with the goods. At ACI Airport Exchange 2014, CEIA will be glad to showcase and demonstrate the most enhanced walk-through metal detectors for the aviation market, the EMA Bottled and Liquid Scanner and the new model of Hand Held Metal Detector.

envisa is an international environmental research and consultancy company specialising in innovative solutions to reduce the environmental footprint of aviation industry, and providing air transport means that airports are faced with capacity constraints and are highly concerned with understanding how to address the challenges of sustainable growth. envisa provides the world’s leading aviation stakeholders with cutting edge analytical tools for traffic and demand forecasting, noise impact, local air quality studies, global emissions and cradle-to-grave carbon footprinting. Carbon management is not only part of the company’s mission, but also a fundamental part of doing business – it is at the core of who we are as a company. envisa has been conceiving, designing, developing, validating and consulting with environmental models since 2003 and is a driving force behind some of the world’s most trusted data in aviation environmental policy. Visit the envisa booth to learn more about its integrated solutions and training and consulting services, including live demos of its newest web app Aerogenie.

STAND D15

STAND D40

STAND E27

STAND STAND D15
Concessionaire Analyzer

**NEWS**

Concessionaire Analyzer+ (CA+) is a unique software solution designed to enable airports to monitor, analyse and maximise non-aeronautical revenues with a view to boosting performance. CA+ enables airports to automate the collection of sales data from concessionaires, connect this with passenger and flight information, and provide rich performance analysis through a business intelligence (BI) platform. Customisable BI Dashboards allow airports to assess performance and calculate sales and revenue per passenger per flight, by destination, carrier or gate, as well as benchmark concessions against others and the average for their retail category, amongst other useful KPIs. This enables airports to assess their performance in real time, and take perationals and marketing decisions to influence sales. The solution also enables airports to audit and control sales data, ensuring that airports receive the revenue share-based revenues due to them. In addition, CA+ provides facilities for the management of concession contracts including details of revenue shares, minimum guarantees, receipts and any other additional charges, calculating revenue shares on sales and subsequently billing to concessionaires with the possibility to interface to the airport’s ERP system. The result is:

- Improved controls, auditing and monitoring of sales data
- Reduced delay in data collection and analysis
- Increasing agility and responsiveness to trends
- Increased level of detail and capability for analysis
- Improved performance through real-time analysis and tactical actions to drive decision-making and planning
- Better assessment of promotions, digital advertising and more.

**NEWS**

Esri’s Geographic Information System (GIS) software integrates existing IT systems, including ones that are not normally compatible, airport managers are able to analyse data across departmental boundaries and easily share, and use, real-time data for critical operations. The efficiencies gained through Esri’s system integration result in huge savings through improved workflow communication. See how Esri’s GIS software can maximize the efficiency and effectiveness of your airport’s planning and operations at www.esri.com/aviation

**STAND D37**

Airport Carbon Accreditation & WSP

**NEWS**

The Airport Carbon Accreditation and WSP stand showcases the ACI EUROPE-owned programme which encourages and enables airports to implement best practice carbon and energy management processes and to gain public recognition for their achievements. This programme is the global industry reference standard for airport carbon management and is the only airport specific, voluntary and institutionally endorsed carbon and energy certification label. 110 airports around the world are now accredited under the programme at one of the four levels of certification.

WSP, a Gold level, World Business Partner to ACI EUROPE, is the Independent Administrator of this programme and as such oversees the application process and grants the certification award. WSP will be on hand to provide details of the programme, its benefits and how to become accredited, as well as information about its carbon and energy management activities. WSP is a global consultancy, which delivers practical and cost-effective solutions to many environmental, energy, sustainability, climate change and business risk issues. It works for airports and for all industries and businesses.

**STAND E36**

FLIR

**NEWS**

FLIR is a globally recognised leader in the design, manufacture and deployment of Integrated Airport Security Solutions. Its comprehensive portfolio of advanced sensors and solutions provides networked protection for the terminal, airport perimeter, baggage and cargo handling areas, and aircraft staging.

Utilising field-proven Thermal, Radar and CBRNE technologies, FLIR’s CommandSpace PSIM solution provides real-time total situational awareness in an intuitive, intelligent and comprehensive system. FLIR provides the support needed to ensure continuous and safe operations at any airport. Learn about our solutions or arrange a demonstration at www.flirairports.com. Twitter: @flirairports

**STAND D20**
eezeetags

eezeetags is a Dutch based company that develops and produces bag tag solutions under the same name for self-service bag drop processes. A totally new approach is needed with the ongoing implementation of self-service bag drop operations where we expect passengers to self tag a bag. eezeetags makes self tagging incredibly easy. eezeetags have a magic adhesive that only sticks to itself and not to bags, clothes, children or floors. eezeetags have no backing to pull away, and therefore create no waste at the tagging point. With the magic adhesive only sticking to itself there is no possibility to stick eezeetags the wrong way. eezeetags are the key component in making the self-service bag drop process really live up to its potential. eezeetags addresses the challenges that airport and airlines face with increasing passenger numbers and improve the passenger experience, making dropping a bag really easy and very fast, and by creating shorter lines and therefore increasing the capacity of the terminal. Agents will only be needed to assist the passengers that really need assistance. Passengers have more dwell time to spend before boarding – resulting not only in happy passengers, but also in a happy retail area with passengers in shops and bars, instead of rushing by to catch their flights. eezeetags already serves over 8 million passengers a year at a number of major European Airports, and is more than dedicated to its products, and willing to work closely together with existing and future customers by jointly analysing specific needs and customising the eezeetags where necessary.

STAND E38

GTP Conseil

PL@N.net has a unique environment. It is a software ultra effective, born in the environment of the aerial and created by professionals frequently confronted with problems of the staff recruitment and resource management, as well as the planning of payment. From its very launch, PL@N.net’s expertise enables the user to determine the procedures and the organisation of set up, to set appropriate goals, and to define an action plan involving every stakeholder in the process. Support of the users through high-level assistance and training, and followed by the works, the controls, the implementation of indicators, annual reports – everything is saved to assure the success of set up. A commercial formula allows the user to free and to create new energies, with a technical team that anticipates their needs and realises the necessary developments. PL@N.net is a resolutely evolutionary vision, which allows each user to take its place in a project and to make its contribution.

STAND E12

DSA Detection

DSA Detection manufactures and distributes its own brand of DHS-approved consumable products used in the operation and maintenance of explosive trace detection (ETD) instruments. DSA consumables are compatible with Smiths Detection and Morpho Detection ETD instruments operated by the Department of Homeland Security (DHS) agencies and militaries around the world. DSA also manufactures precise inert IED training aids and test articles that verify security checkpoint x-ray and walk-through metal detector systems properly detect threats. Its superior products and training make DSA your single source for all your security checkpoint needs.

STAND C11

Vision-Box

Vision-Box is the leading provider of electronic identity solutions, intelligent security management, and automated border control systems that use ICAO-compliant standards. The border control portfolio aimed at airports, airlines and border authorities includes solutions addressing a variety of business scenarios – namely security checkpoints and self-boarding and automated border control smart biometric eGates. Every second, millions of images are being captured and processed by Vision-Box systems, installed right at the heart of the most prestigious organisations, which trust its biometric identity and digital video management solutions for their critical applications. Covering the entire ID management cycle, Vision-Box delivers to governments and issuing authorities solutions ranging from live biometric enrolment stations, document verification kiosks and digital document dispensers through to personalisation systems. From the enrolment process, through the life cycle process of a biometric document and finally to the verification and identification process, all products are linked together via a powerful IT-platform, vb i-shield, which enables the implementation of an advanced border management system and integrates with advanced digital video management solutions, intelligent biometric and biographic search engines and danger management functionalities. Vision-Box operates automated borders in more than 30 international airports and has over 3000 electronic identity systems deployed across the globe.

www.vision-box.com

STAND D36
GrayMatter is a leading provider of sophisticated Business Intelligence software solutions. Founded in 2006 by highly experienced industry professionals and headquartered in Bangalore, GrayMatter has grown rapidly over the past few years into a 200-person organisation, with partners and customers worldwide. GrayMatter’s expertise in the Business Intelligence and analytics arena is matched by a very few across the globe. Having delivered and implemented successful end-to-end BI deployment across multiple industries, across technology platforms and across various geographies globally, today the GrayMatter team is leading the concept of Business Intelligence afresh across specific industry verticals like Insurance, Airports, BPO, Retail and Manufacturing. Airport Analytics, AA+,

In parallel to the exhibition, EUROCONTROL invites visitors to attend the Airport Operations Conference at the event, where its Director General Frank Brenner will deliver a keynote address entitled ‘What EUROCONTROL will do to support and regulate the quest for efficiency and additional capacity in an increasingly competitive market’ on Tuesday 4 November. On 5 November, its environment experts will make presentations at the Airport Development and Environment Conference. The full programme of EUROCONTROL’s events will be kept up to date on its website: www.eurocontrol.int/events/2014-airport-exchange

For any question relating to its participation at ACI Airport Exchange 2014, please contact corporate.events@eurocontrol.int

For more information on EUROCONTROL, please check www.eurocontrol.int

STAND C17

Driving excellence in ATM performance

Eurocontrol

Eurocontrol is delighted to be attending ACI Airport Exchange Conference & Exhibition 2014. The event will be a great opportunity to showcase what EUROCONTROL is doing to improve air traffic management performance; by connecting airports to the network, it creates operational and environmental benefits for everyone. EUROCONTROL is encouraging visitors to come to its stand at C17 to learn more about the latest developments in Airport Collaborative Decision Making (A-CDM), and EUROCONTROL’s Collaborative Environmental Management (CEM) Specifications and guidelines on how to adapt airport infrastructure to a changing climate.

STAND A7

IER

IE, a French subsidiary of Bolloré Group operating worldwide, is an industrial designer of solutions that improve the flow of goods and people. In the air transportation industry, IER provides airport operators and airlines with the most relevant solutions from check-in to boarding, based on exclusive hardware, software and services, helping them reduce their cost structure and increase their revenues while enhancing the passenger perception of the total customer service provided. IER is a unique worldwide specialist with a presence on the market of over 50 years, and unmatched experience and know-how into the world of passenger processing with innovation and process in mind. IER also promotes co-innovation and co-development to create deep relationships with its customers in order to develop coherent and valuable innovations that feature incrementally evolving new passenger processing products, solutions and new services. Besides its activities in the air transportation industry, IER also relies on proven know-how and technological expertise to develop new business processes and deploy innovative concepts focusing on five environments – warehouses, vehicles, sales outlets, public places and the roadway.

One Resonance Sensors

One Resonance Sensors develops revolutionary electromagnetic sensors for new and legacy industrial and security applications utilising miniaturised electronics and radically small magnet designs. The marriage of innovation with disruptive design is exemplified in the MobiLab series of products. One Resonance Sensors has developed the game changing MobiLab BL5 liquid screening system, which is now available for the first time as an integrated solution.

Visit the One Resonance Systems stand for a full explanation of this new and innovative security screening process.

STAND B2

One Resonance Sensors develops revolutionary electromagnetic sensors for new and legacy industrial and security applications utilising miniaturised electronics and radically small magnet designs.
**Brüel & Kjær**

Brüel & Kjær is the leading supplier of noise management and community engagement tools and services for airports. Its systems and services help expand environmental capacity – the constraints put on an airport not by infrastructure, but by its local community.

- ANOMS NoiseDesk is noise management made easy. NoiseDesk is a web-based airport noise monitoring application. Instead of delivering a mountain of data to sift through, NoiseDesk informs you of what needs attention. Airport staff work with an easy-to-learn, task-focused interface, while ANOMS and Brüel & Kjær manage the background data collection and processing.
  - WebTrak – community engagement, transparent and open engagement with the local community significantly increases goodwill. WebTrak is a dynamic, live and interactive public noise and flight display system that gives users the ability to view noise and flight data around the airport, search and replay historical data, view graphs and reports, and lodge complaints directly to the noise office if further investigation is necessary. WebTrak significantly reduces the number of complaints made to the noise office by enabling community members to self-investigate.
  - WebTrak MyNeighbourhood – helping communities understand airport noise. With new noise metrics for better understanding of airport noise impact, WebTrak MyNeighbourhood enables the public to explore noise and flight information and view how this has changed over time.

**IHS Jane’s Airport Review**

IHS Jane’s Airport Review is proud to once again be a Media Partner of ACI Airport Exchange. IHS Jane’s Airport Review is recognised by the airport industry as the leading impartial editorial coverage of passenger terminal technology, security, design, operations and management, air traffic control and ground handling. IHSAirport360.com is the new site that has been created to become the world’s most comprehensive, free-to-view website providing news, videos, infographics and analysis for global airport professionals. Experience it today at www.IHSairport360.com

Contact the IHS Jane’s Airport Review dedicated advertising team to find out how you can integrate your marketing campaign using its print, online and event platforms to ensure your message is delivered to the right people at the right time.

Contact: Richard Perry
Email: richard.perry@ihs.com
Tel: +44 20 3253 2289.

**ICTS Europe**

ICTS Europe is at the forefront of security for highly regulated environments, and is a leading provider of Innovative Risk, Resilience and Compliance solutions. The ICTS Europe Group, made up of 22 subsidiaries with 80 offices worldwide and over 11,000 personnel, has over 30 years of experience in working with many of the world’s most exacting, top-tier organisations – among them key players in the aviation, maritime, corporate and financial sectors.

The Group offers specialist solutions, including aviation security, manned guarding, canine, security systems, maritime and technology. Every solution can be delivered independently or in an integrated fashion, tailored to the client’s needs. ICTS Europe will be presenting three of its own products at ACI Airport Exchange 2014:

- **TravelDoc**: A travel document verification system, developed by ICTS Europe’s technological arm ICTS Europe Systems.
- **RASCargO**: A cargo security screening solution, brought to the market by ICTS Europe’s canine subsidiary DiagNoise.
- **SmartPoint**: ICTS Europe’s innovative concept for managing checkpoint operations. Come and meet the ICTS Europe team at stand D28.

The team looks forward to discussing your business needs and how it can assist you.

For more information: www.ictseurope.com

**T-Systems**

T-Systems has more than 30 years’ experience in airport business, and now enlarges its total airport management system portfolio in offering a newly developed Ground Handling Management System as a Service out of the Cloud. Due to a new service model, smaller airports can also afford the continuous ICT support of T-Systems, meaning that airports the world over can benefit from the ICT services of Telekom’s daughter company.

T-Systems is Deutsche Telekom’s corporate customer arm. Drawing on a global infrastructure of data centers and networks, T-Systems operates information and communication technology systems for multinational corporations and public sector institutions. T-Systems provides integrated solutions for the networked future of business and society. Some 50,000 employees at T-Systems combine industry expertise and ICT innovations to add significant value to the digitalisation strategies and core business of customers all over the world. T-Systems generated revenue of around €9.5 billion in the 2013 financial year.

www.t-systems.com

**ACI AIRPORT EXCHANGE 2014**
ionair

**NEWS**
ionair (LK Luftqualität AG) is a privately owned company, established in Switzerland in 1993. The company is headquartered in Lucerne, Switzerland, and has a worldwide sales network consisting of branches, local partners and agents. ionair offers high indoor air quality in a convenient system solution, at low life-cycle costs. The main purpose of the ionair system solution is to reduce air pollutants, odours, germs and bacteria. Due to the process of natural purification of reactivated indoor air, less outdoor air quantity is required, allowing for significant energy and cost savings. Amortisation of the installation is possible within 2 to 3 years. The versatile, scalable and convenient system can easily be used for new HVAC equipment or existing installations. By realising exposed projects worldwide, the company has achieved a first-rate reputation with building owners, planning managers and users. ionair has become a worldwide leader for innovative and energy-saving system solutions for comfort climate, air purification and odour neutralisation. Thanks to the extensive know-how and international experience of its motivated employees, ionair provides an optimal service to its customers and ensures the safe operation of their installations. www.ionair.ch

**STAND E7**

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Korea Airports Corporation

**NEWS**
Introducing strategy and changing the airport for clients
KAC, as an operator of 14 airports and Air Route Traffic Control Centres as well as 10 VOR Tactical Air Navigation Control Centers, offers customised airport strategy by airport size and the number of passengers in order to maximise user convenience and operational efficiency.

**STAND D42**

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Analogic

**NEWS**
Analogic Corporation provides leading-edge security technology and healthcare solutions that save lives. Analogic develops innovative checkpoint and checked baggage solutions for the global aviation industry.

Analogic CT technology has achieved the highest TSA and ECAC standards for threat detection. Over fifteen years, Analogic has deployed more than 1,300 state-of-the-art threat-detection systems and subsystems for use in airports around the world.

**STAND E57**

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Searidge Technologies

**NEWS**
Searidge Technologies is a leading technology innovator, providing collaborative surface management services and solutions to airports worldwide. Its unique blend of experience in airport operations and Air Traffic Control (ATC) allows it to develop and integrate modern technology solutions that improve the safety and efficiency of airport surface operations. Visit the Searidge Technologies stand to see how it has helped some of the busiest airports in Canada, Europe, the Middle East and the United States with its surface and operational challenges. It will showcase its video-based solutions for:

- Next gen CCTV Security with 4K Support & Advanced Video Processing
- Remote Ramp Operations
- Automated Gate Occupancy
- Traffic Lighting Control

Leveraging its deep understanding of the market, extensive integration experience, and market-leading intelligent video platforms uniquely positions Searidge Technologies to solve its customers’ most pressing surface management challenges.

**STAND C1**
NEC Display Solutions

On stand D28 at ACI Airport Exchange 2014, NEC will showcase a range of solutions that enable interaction with the passenger. This includes the powerful facial detection system – NEC NeoFace, used for secure border control and queue management – and NEC FieldAnalyst, a software solution that tailors on-screen content based upon anonymous video analytics (AVA) and allows further interaction through NFC.

NEC’s largest display MultiSync X841UHD running 4K resolution will also be on display, to show how airport pinch points can be reduced. Disruption management is this year’s hot topic, and NEC will be launching a new battery powered wireless and totally mobile FIDS display solution, which can bring disruption information to the passenger in any location of the terminal.

As Europe’s leading supplier of display technology for the airport industry, NEC offers comprehensive solutions for any airport display requirement, and has become a proven technology supplier used by over 180 international airports worldwide. The company has over 60 account specialists operating from 13 regional sales offices throughout Europe, Middle East and Africa, providing the information you need to ensure your project’s successful implementation.

Learn more about NEC’s aviation and transportation Solutions: www.airport-nec.com

STAND D42

PROAVIA

French airport technology group

PROAVIA was created in 1976 under the initiative of the Technical Department of the French Directorate of Civil Aviation as the official representative for French companies involved in civil aviation and airport development overseas, and operates as a non-profit association under the umbrella of the French Directorate of Civil Aviation. PROAVIA’s main objectives are to promote French industry abroad, and to foster links with civil aviation and airport managers, consultants and decision makers worldwide. The association groups together 55 renowned French industrialists, specialising in:

- Architecture and design
- Airport equipment and management
- System integration
- Services for airport terminals
- Air safety
- Runway and ramp ground handling

PROAVIA will be pleased to present to you the latest in French technology and references. It is very keen to advise and help source reputable suppliers of goods, services and expertise in France for your airport and ATC.

For more information: www.proavia.com and www.proavia.fr
Bienvenue à tous!

STAND D16

Morpho Detection

Morpho Detection – part of Morpho, Safran’s security business – is a leading global supplier of explosives, narcotics and threat detection systems to government, military, air and ground transportation, first responder, critical infrastructure and other high-risk organisations.

Morph Detection has more than 800 employees who develop, deploy and service advanced detection solutions that protect people and property the world over. More than 40 countries and 250 global airports have chosen Morpho Detection’s explosives detection systems (EDS) for hold baggage screening.

Morpho Detection is approaching the implementation of 2,000 computed tomography (CT)-based EDS deployed worldwide – more than any other manufacturer. In addition, more than 23,000 explosive trace detectors (ETDs) have been shipped to airports, air cargo facilities, law enforcement agencies and secure locations worldwide. Morpho Detection’s field service teams, posted at or near major installations and customers, help lower the cost of ownership by ensuring peak system performance and maximum uptime.

STAND D5

Rapiscan

Every day, Rapiscan Systems upholds its commitment to keeping global air travel safe. Our technology has been the first line of defence since the 1960s, and today aviation customers worldwide turn to its fully integrated, all-inclusive solutions to screen passengers, baggage, and cargo quickly and reliably.

Rapiscan products provide a number of benefits to airports including easy, effective screening for passengers, efficient, integrated baggage inspection and superior hold baggage screening. Whether you’re looking to inspect duty-free goods, baggage at checkpoints, or hold baggage, Rapiscan can configure a system that operates efficiently across all airport security operations and site-specific needs.

For more information on Rapiscan Systems, please visit www.rapiscansystems.com

STAND C23
Zodiac Arresting Systems

Zodiac Arresting Systems is recognised as the world’s leading manufacturer of military and commercial aircraft arresting systems. EMASMAX is the latest, most durable version of Zodiac Arresting Systems’ field-proven EMAS, developed with and approved by the FAA. EMASMAX arrestor beds are composed of blocks of lightweight, crushable cellular cement material designed to safely stop aircraft that overshoot runways. The EMAS predictably and reliably crushes under the weight of an aircraft, providing deceleration and a safe stop. It is FAA-accepted as an equivalent to a standard Runway End Safety Area (RESA) and is an acceptable alternative for preventing overrun catastrophes at airports where RESAs do not exist or are impractical due to environmental or other issues.

There have been nine overruns into these arrestor beds at US airports by aircraft ranging from a Cessna Citation to a Boeing 747. The lives of 243 passengers and crewmembers have been saved, with no injuries of consequence, very little to no aircraft damage, and minimal service interruption. EMAS installations worldwide have grown to 81 systems at 50 airports, including two each in Sichuan Province, China (2006), Barajas-Madrid, Spain (2007), Kristiansand, Norway (2012) and one at Taipei City, Taiwan (2012).

For further information go to: EMASMAX® is the latest, most durable version of Zodiac Arresting Systems’ field-proven EMAS, developed with and approved by the FAA. Photo courtesy of Yeager Airport.

Smiths Detection

Smiths Detection equips customers around the world with high integrity solutions to safeguard society, protect life and support the free flow of trade. It develops government-regulated advanced technologies to detect and identify dangerous or illegal materials, contraband, and constantly evolving chemical, biological, radiological, nuclear and explosive (CBRNE) materials. Its range of threat detection equipment includes powerful X-ray screening systems, trace detectors, chemical agent detectors and identifiers and body screening systems which are used extensively in transportation, critical infrastructure, ports and borders, military and emergency responder markets.

At ACI Airport Exchange 2014, Smiths Detection will showcase its Checkpoint Security Solutions for today and tomorrow, including the brand-new IONSCAN 600 next generation trace detector. Based on non-radioactive ion Mobility Spectrometry (IMS), it detects and identifies the smallest trace amounts of explosives in less than 10 seconds. Other features will include the HI-SCAN 6040-2is, a dual view X-ray system for the automatic detection of explosives in cabin baggage; the next generation hold baggage screening system HI-SCAN 10080 XCT (EU/ECAC EDS Standard 3 approved); and cargo inspection solutions.

Implant Sciences

Since entering the market over 10 years ago, Implant Sciences has been a leader in advancing the capabilities of explosives trace detection to address evolving security problems. Implant Sciences has sold thousands of systems in more than 50 countries worldwide, making its products the most widely deployed non-radioactive ion mobility spectrometry trace detectors in the world.

With a rapidly growing list of aviation security approvals, in October 2014 Implant Sciences’ Q5-B220 desktop explosives and drugs trace detector became the first ETD to successfully meet the standards of both TSA and ECAC.

SITA

SITA is the number one ICT provider of integrated IT business solutions and communication services for the air transport industry. SITA works closely with every sector of the air transport community, innovating, developing and managing business solutions over the world’s most extensive network – complemented by consultancy in the design, deployment and integration of IT solutions. Almost every airport and airline in the world does business with SITA. Here are some of its key numbers:

- 1.3 billion passengers have been checked-in using SITA’s common use terminal equipment (CUTE)
- SITA provides the world’s leading baggage tracking network, WorldTracer, used by over 450 of the world’s largest airlines and ground handlers at more than 2,800 airport locations
- SITA is the number one ICT solutions provider to over 1,000 airports and related customers worldwide

Integrated airport technology systems

SITA’s airport services focus on the complete integration of technology systems at airports. As a result, SITA helps airports collaborate with all stakeholders – from airlines to concessionaires – to increase efficiency, maximise passenger satisfaction and improve financial performance. SITA has a unique understanding of the complexities of running an airport day-to-day, and its solutions embrace technologies like business intelligence, NFC, Beacons and the ATI Cloud. For further information go to: www.sita.aero/airports

SITA’s solutions for passenger and baggage processing, departure and arrival control, terminal management and multimedia display systems set the standards for efficiency to help airports achieve operational excellence.
Optosecurity

Optosecurity Inc. is a leader in operational efficiency and threat detection for checkpoint security at airports and critical infrastructure. Through the use of advanced software methodologies and customer understanding, Optosecurity brings radically changing business concepts to the physical security industry, and presents today’s airports with the opportunity to maintain and improve a high level of security while actually increasing throughput and reducing operating costs.

Optosecurity’s eVelocity Integrated Security Software is the first in the world to enable centralised remote screening for hand baggage, demonstrating proven savings and productivity enhancements. eVelocity offers real-time remote monitoring of operational activities, comprehensive statistical data for reporting, scalability, and can incorporate applications from legacy equipment.

Certified by European civil aviation authorities, the OptoScreener integrates the XMS Threat Detection Software Suite into a stand-alone system that interfaces directly with the X-ray platform to provide operators with an innovative and reliable automated threat detection system. This sophisticated technology allows the automatic detection of liquid explosives and other liquid threats, bottles, firearms and firearm parts.

Optosecurity’s solutions bring new, value-added capabilities to screening operations, reshaping the checkpoint process to address present and future challenges and requirements.

STAND C39

Securitas

Securitas is a professional security company with operations in 52 countries around the globe, employing more than 300,000 guards. Securitas Aviation Security is a specialised division of Securitas, solely focusing on aviation security services. Enjoying over 30 years of experience in the aviation sector, Securitas is present at more than 200 airports in 26 countries, with over 20,000 trained professional agents.

Securitas strives to make the difference by providing efficient and effective solutions, through the optimal mix of innovative tools, state-of-the-art technology and professional security staff – continuously searching for the right balance between passenger satisfaction and an accurate security level serving all stakeholders.

STAND C29

VALIS Engineering

VALIS Engineering is a specialist in noise reduction walls, noise enclosures, airside safety fences and blast deflectors.

The complete range of noise reduction walls, noise enclosures, airside safety fences and blast deflectors. VALIS Engineering’s airport solutions comprise several products and services designed according to FAA, European and ICAO norms for airport equipments:

- Jetblast deflectors
- Portable safety fences
- Ground run-up enclosures
- Noise enclosures
- Noise reduction screens

The VALIS Engineering group is fully integrated, from design to manufacturing and from installation to maintenance. You can rest assured with a full life-cycle guarantee for all of its solutions.

STAND E11

Securitas

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STAND C29

VERIFAVIA

VERIFAVIA is a globally independent accredited environmental verification, certification and auditing body for airports, aviation (airlines, business jets, helicopters) and maritime transport (shipping). VERIFAVIA is recognised by ACI EUROPE and WSP Environment & Energy as an approved independent third-party verifier for airports applying for Airport Carbon Accreditation.

As an ISO 14065 accredited verification body, VERIFAVIA conducts verification of GHG emissions at airports according to Airport Carbon Accreditation, the GHG protocol and ISO 14064-3. VERIFAVIA provides flexible, efficient and competitive verification services of greenhouse gas emissions to airports applying for Airport Carbon Accreditation:

- Flexible: It offers a personal, customised and hassle-free service.
- Efficient: It focuses on the key areas to speed up the verification process.
- Competitive: It has low overhead costs, so can offer competitive rates.

VERIFAVIA always strives to work as efficiently as possible while maintaining the highest degree of data accuracy and the highest level of customer service. Its multi-lingual service (English, French, German and Spanish) includes compliance and guidance support.

For more information about VERIFAVIA’s Airport Carbon Accreditation verification services, please visit the website: http://www.verifavia.com/ greenhouse-gas-verification/services-ghg-verification-airports-20.php

For any questions, or to request a quote for verification, please contact: Julien.Dufour@VERIFAVIA.com

STAND D14
The role of the smartphone in helping to redefine the passenger experience cannot be underestimated, and touches almost every aspect of the travel process, whether through app-based booking, mobile boarding passes, airport wayfinding, or inflight entertainment consumption.

Hilton Worldwide is itself embracing mobile technology to ensure that the end-to-end journey, and the hotel experience in particular, is as simple and seamless as possible for travellers. It has made a significant investment in exploring how smartphones can positively impact the guest experience, and the results are impressive. As well as enabling guests to make bookings via their smartphone, members of the Hilton HHonors rewards programme can check-in and choose their exact room from digital floor plans, and customise their stay by purchasing their upgrades and making special requests for items to be delivered to their room, all using their mobile device. There are also plans to enable guests to check-out using their personal device, and they will even be able to use their smartphone as their room key at the majority of Hilton hotels by 2016.

“The future of the travel industry unquestionably is a connected one,” explained Josh Weiss, Hilton Worldwide’s VP Brand and Guest Technology. “At Hilton, we’re investing in and delivering on a more mobile future with our recently redesigned Hilton HHonors app. With the launch of an industry-first digital check-in and room selection, we are changing how guests engage with our brand by empowering them to dream, book, stay, check-out and follow up with us right from their smartphone.”

Importantly, he also recognises the value of collaborating with other key stakeholders in the travel chain to ensure that the benefits extend beyond the walls of the hotel. “There are a number of opportunities for digital collaboration between the airport, airline and hotel industries – including leveraging iBeacons and other location services and capabilities to push relevant information to travellers,” he commented. “One example of where we already see this alignment is with Hilton’s paid search strategy. By showing nearby hotels to customers affected by a specific flight cancellation, we make their experience easier and also drive business to our properties.”

He continued: “The reality is that connectivity between various parts of our lives is becoming the expectation. This isn’t just about being able to manage my entire trip conveniently from whatever device I choose, but also having consistent, convenient, location-aware access to relevant entertainment, communications, fitness, news and information, and pretty much everything else.”

Hilton’s approach to its smartphone-based strategy has common elements with airports’ and airlines’ moves towards passenger empowerment through mobile technology. “The check-in and room selection tools we recently launched provide guests with comparable capabilities to the mobile experience offered by the aviation industry,” he said.

A ‘remote control’ throughout the travel process

Looking further ahead, Weiss explained that there are far more opportunities to be exploited through mobile technology, suggesting even that “we’re moving towards a future where smartphones and other mobile devices will become guests’ remote controls throughout their entire travel experience”.

At the hotel, this could mean enabling guests to prioritise their television channels, connect with the concierge in real-time, or access on-property amenities and events using their smartphone.

What is abundantly clear is that the end-to-end travel experience can be truly enhanced and redefined through technology and collaboration. “Looking ahead, there will be many differences in how we bring all of this to life for our guests in the hospitality industry, but across the board this technology is rooted in delivering a seamless and easy travel experience,” Weiss concluded.
DE-tector™ and RoadRunner™ provide the highest sensitivity and reliability. Your cost of ownership is reduced thanks to re-usable sampling swabs, calibration-free operation and products with non-radioactive sources that are exempted from legal regulation. All these combine to provide a clear advantage to our customers. We make no compromise on quality, so when you need the best, there is only one choice – Bruker Detection. For more information on our trace detection capability, contact Bruker Detection now.

detection@bruker.com

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– Daily operation of our own airport at Frankfurt and many other airports worldwide
– Flexibility via airport concessions, management contracts and consultancy projects
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