



Welcome once again to the City Airport's Community News. This is our third issue and the response from the community so far to this publication has been immense.

Nearly 20,000 local residents receive our news letter and judging by the number of entrants to our competitions almost all of you read it!

From both a business and community perspective 2009 was a very busy year. We handled more than 2.6 million passengers - one of the only airports in the UK to record growth, while the majority of the UK's airports witnessed double digit declines in passengers. While passenger numbers were up, total flights were down some 3,600 to 39,328 for 2009.

We know many local residents work or have relatives or friends among our 1,500 workforce and news that the airport is out-performing its rivals will be welcome news in today's economic climate.

The £6 million investment in the terminal enhancement is almost complete, ensuring we stay ahead of the curve in welcoming visitors to Belfast with a terminal that we can all rightly be proud.

Our Community Fund goes from strength to strength and has already benefited many local projects. If you have a community initiative you'd like funding for please get in contact.

**Best wishes**  
Brian Ambrose CEO,  
George Best Belfast City Airport



EasyJet's Katie Larmour and first officer Hans Meershoek helped launch the airline's first service from George Best Belfast City Airport to London Luton. The company has switched the twice daily service to Luton from its base at Belfast International Airport to the City Airport to assess whether its passengers would prefer to use an airport closer to Belfast when flying shorter routes.

## Airport helps Priory College raise money for Haiti

Pupils at Holywood's Priory Integrated College, with assistance from George Best Belfast City Airport, have presented a cheque for £6,100 to Concern's Haiti Appeal.

Following the devastating earthquake, the school's Charity Committee immediately set about raising funds to help the people of Haiti.

On hearing of the pupils' fundraising efforts George Best Belfast City Airport donated £5,000 from its Community Fund, which was established to benefit community initiatives in the east Belfast and North Down areas.

Principal of Priory Integrated College, Peter McCreadie, said: "Pupils were moved by the scenes from Haiti and quickly organised a range of activities including collections around the school and some individual fundraising efforts.

"The school was stunned and elated when the City Airport contributed to their fundraising effort. We hope the money will make a real difference to those rebuilding their lives in Haiti."

Mariclare Gallagher, Educational and Community Officer at Concern, said:

"The funds raised by Priory Integrated College will help provide access to clean water and toilet facilities to over 50,000 people each day and give food and shelter supplies to families in 10 camps."

PICTURE: (From left) Priory College pupil Claire Johnston; Chief Executive of George Best Belfast City Airport, Brian Ambrose; pupil Sophie McGinn; Mariclare Gallagher, Education and Community Officer for Concern, and pupil Jay Sempey.



# Up, Up and Away

A new departure lounge has opened at George Best Belfast City Airport creating 20 new jobs.

It's the first phase of a £6 million terminal enhancement and has been completed ahead of schedule. Customers are now departing from the new lounge on the first floor which is capable of welcoming up to 12,000 passengers a day.

The retail space has increased by 60% and new shops and restaurants include World Duty Free, WH Smith, Bushmills Bar, Harvest Market restaurant and Lavazza Coffee.

The BMI and flybe lounges have also been relocated and refurbished. The full terminal upgrade is due for completion in April.

Lord Mayor of Belfast Councillor Naomi Long said:

"Passengers will see a big difference when departing the airport and I am sure the fantastic new lounge and its facilities will leave visitors with a positive lasting impression of our city.

"When the terminal upgrade works are completed, Belfast will have an airport the city can be proud of and will be the envy of many other cities."



PICTURE: Lord Mayor of Belfast Councillor Naomi Long is accompanied on her tour by the airport's Chris Horner Capital Projects Manager

**FACT: THE AIRPORT HANDLED 39,328 FLIGHTS IN 2009 THAT'S 3,670 LESS THAN IN 2008**



# All hands to the Pump

The Northern Ireland Fire and Rescue Service (NIFRS) is set to benefit from the expertise of George Best Belfast City Airport Fire and Rescue Service in dealing with aircraft emergencies.

A memorandum of understanding will see both services share training, planning, advice and personnel in relation to emergency situations not only within the airfield but across the region in the first agreement of its kind in Northern Ireland.

Seamus MacMahon, Senior Airport Fire Officer at Belfast City, said:

"This agreement cements an already good existing relationship with NIFRS. Our expertise in aircraft emergencies has already been of benefit to the NIFRS in dealing with incidents outside the airfield involving aircraft.

"We look forward to training, planning and working with the NIFRS and sharing best practice in pursuit of continuing excellence in this field.

Chris Kerr, Area Commander for NIFRS, said:

"The technical expertise of the Fire Service at Belfast City Airport is a matter of record and this agreement will enhance existing NIFRS arrangements for planning for and responding to incidents with our Airport colleagues – particularly in terms of the

additional resources available to NIFRS. Effective multi-agency training will also make a significant contribution to public safety."

PICTURE: Seamus MacMahon, Senior Airport Fire Officer at Belfast City Airport and Chris Kerr, Area Commander for NIFRS, at the signing



# Staff Profile

**John Thompson**  
Information Desk Receptionist



**FACT: THE AIRPORT IS NOT ALLOWED TO HANDLE FLIGHTS AFTER MIDNIGHT**

**Name:**  
John Thompson

**From:**  
East Belfast

**Position:**  
Information desk receptionist

**Service:**  
I started working in the airport in October 1993 on a job training programme and was employed in a full time position on the information desk in May 1995. Over the years I have also worked on the check-in desks, in meeting and boarding, and the missing baggage desk. I've also helped out with baggage handling and aircraft cleaning when needed! I would imagine the information desk is the best place for me as I'm pretty familiar with most areas of the airport!

**Duties:**  
The main duties are answering telephone calls and face to face contact with our passengers at the information desk, where I give flight

information and help with general enquiries about flights and onward travel in the UK. I handle customer comments and look after the conference rooms at the airport. I also help out with school visits, which is a fun side to my role.

**Most unusual enquiry:**  
I helped an American couple once who arrived in after travelling from New York via Gatwick only to find out they had travelled to the wrong Belfast. They were meant to go to Belfast, Maine in America!

**Highs and lows of your job:**  
I am confronted with different and interesting challenges every day and I never know what lies in the day ahead which makes my job very interesting. I meet all kinds of people and I get great satisfaction out of being able to help them with their enquiries to try to make their travelling hassle-free. On the down side the very nature of an airport means there will be occasional delays beyond our control, perhaps due to weather or other operational constraints.

## QUEUE CUTTER

Queues for passengers travelling through security at George Best Belfast City Airport have been cut by 50% thanks to new equipment and increased search channels.

The significant investment includes four new archways, increased staffing and the latest screening technology which reduces the nuisance alarm rate of harmless items. A fast track lane specifically for business class travellers has also opened. The work is part of the ongoing £6 million terminal enhancement project. Stephen Moreland,

Head of Security at the airport, says queues have been slashed.

"We're constantly making improvements to enhance the passenger experience. "No-one likes queuing so we have invested heavily in additional archways and the latest screening equipment which has significantly cut passengers' journey times," he added.

**PICTURE:** Stephen Moreland, Head of Security at the airport



## Energy for Children

The Diamontes dance group in East Belfast is one of many local groups which have received funding from the George Best Belfast City Airport Community Fund, administered through the Energy for Children Charitable Trust. The young people who attend weekly classes at Cregagh Community Centre will benefit from the purchase of a new sound system, rhythmic ribbons and specially designed branded tops. The dance group was formed in 2004 specifically for young people with disabilities, many of whom have Down's Syndrome. Ruth Kimbley from George Best Belfast City Airport visited the group to see their work.

**PICTURE:** Ruth Kimbley, Communications Executive at the airport visited the group to present the funding

# AND THE WINNER IS...



The lucky winner of our autumn 2009 Community News competition is Mrs Martha Craig of Palmerston Road, Belfast.

By correctly answering three questions about the terminal upgrade at George Best Belfast City Airport Mrs Craig won a pair of return flights to Cork from Aer Arann.

The 10 runners-up who will each receive a copy of Silver Wings, a pictorial history of the last 25 years of the airport, are:

George Hawthorn, Strand Avenue, Holywood  
Mrs J Cameron, Larkfield Gardens, Belfast  
Mrs Hazel Lewis, Denorrtan Park, Belfast  
Mrs Kathleen Smith, Kinnegar Drive, Holywood  
Darina McGrath, St Judes Parade, Belfast  
Mrs M Milne, Victoria Avenue, Belfast  
Mr Isaac Reid, Invernoon Park, Sydenham  
Mr R Ferguson, Parkgate Gardens, Belfast  
Karen Buttimer, Sandbrook Park, Belfast  
Claire Scott, Clarehill Cottages, Holywood

PICTURE: Ruth Kimbley, Communications Executive at the airport with the winner Mrs Martha Craig

**FACT: THE AIRPORT ENSURES THE MAJORITY OF FLIGHTS LEAVE AND DEPART OVER BELFAST LOUGH**



The Energy for Children Charitable Trust, with the support of Belfast City Airport, brought some extra Christmas sparkle to 80 local children with a trip to the Waterfront Hall pantomime. The Trust provided funding to Adoption UK (NI) to take the adopted children to see Cinderella.

PICTURE: (l-r) Nanny McGee (Dan Gordon), Stephen McVey from Adoption UK (NI), Rhona Rowan of George Best Belfast City Airport and Cinderella (Alana Kerr).

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