



Welcome to the second George Best Belfast City Airport community news letter, aimed at keeping you informed of the latest developments at your local airport.

We were delighted with the response to the first news letter – literally hundreds of people contacted us with questions and suggestions.

We are proud of the relationship we have with the local community and it is important to us that the people of East Belfast enjoy and are a part of the continued success of the airport.

We have engaged in a number of projects and initiatives with local schools and organisations, some of which we hope you enjoy reading about in this edition of the news letter.

George Best Belfast City Airport continues to be as busy as ever and we want to keep you informed of all our current operations and plans for the future success of the airport.

This is your airport and we welcome your questions on any aspect of our operations.

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

## Ryanair helps students celebrate



A-Level students had much to celebrate on results day as Ryanair gave away free flights to any students who gained university or college places in any of its five destinations from George Best Belfast City Airport - Liverpool, London Stansted, East Midlands, Bristol or Glasgow Prestwick. Celebrating are A-Level students Jenna Strain and Ruth Reid.

## Helping hands

The Helping Hands community group in Tullycarnet is the first beneficiary of the airport's Community Fund, which sees funds donated by the airport for flights arriving or departing between 9.30pm and 11.59pm.

The Airport in association with the Energy for Children Charitable Trust donated £4000 to the Helping Hands community group in Tullycarnet which has about 30 members and supports children who have special needs, suffering from Autism and Asperger's syndrome, both of which can cause communication and emotional problems.

As a result of the funding Helping Hands recently took special delivery of sensory integration equipment and toys. These materials will now play a key role in helping with the quality of social and personal interaction amongst the children who attend the group.

The airport is pleased to announce that the number of flight extensions granted in 2008 fell

by 28% from 2007, with a further decrease expected to be achieved again in 2009.

For further information on the community fund or to find out how your group can apply for funding please contact Ruth Kimbley at the airport on [ruth.kimbley@belfastcityairport.com](mailto:ruth.kimbley@belfastcityairport.com)

'Pictured with the children are (l-r) Michelle Hatfield (Belfast City Airport), Councillor Gareth Robinson (DUP) and Julie Linstrom (volunteer).



# Terminal Upgrade

## £6 million terminal upgrade begins at George Best Belfast City Airport

Not content with an award winning terminal, work on the privately funded project has already begun with the new external re-configuration of the drop off and collection area.

The new development will also include the relocation of the departure lounge to the first floor, whilst the retail, food and beverage offering airside will increase by a massive 60 per cent.

The new airside offering will include a Bushmills bar and a St George's market themed restaurant as the airport taps into the popularity of two of Northern Ireland's most popular visitor attractions.

Security search facilities will also be expanded to reduce waiting times and to provide a more comfortable and efficient transition for passengers.



The terminal upgrade is due for completion early 2010 and the airport will be taking the necessary steps to ensure the works do not affect the day to day operations of the airport.

**FACT: GBBCA IS THE 2ND LARGEST EMPLOYER IN EAST BELFAST**



## Special airport visit for Victoria Park Primary children

Primary Four pupils from Victoria Park Primary, George Best Belfast City Airport's adopted school, were recently invited to be the special guests on a guided tour of the airport facilities.

Along with their teachers and principal, Andrea Gourley, the pupils were given a special tour of the terminal, where they got to experience the sights and sounds of the airport and runway first hand, before going 'airside' to meet the fire and rescue team of the airport fire service.

"Through our Corporate Social Responsibility initiatives, we are passionate at George Best Belfast City Airport about the opportunities that exist to make a real impact on the generation of tomorrow and we will continue to build upon our strong relationship with our community and local schools," said Michelle Hatfield, Human Resources Director.

"We are also very proud that Andrea Gourley received the prestigious 'Contribution to Education' Award at the Belfast Awards, held in the Waterfront Hall."

PICTURE: Victoria Park Primary School Principal Andrea Gourley and pupil Sophie McDowell enjoy their special visit to the airport, with George Best Belfast City Airport Communications Executive Ruth Kimbley



# Staff Profile

Michael McDowell  
Airside Standards Manager

Michael McDowell, from Bangor, has been with the airport since 1994. Originally employed as a finance clerk he moved to Airside Standards in 2003 and, this year, has become Airside Standards Manager.



"A major high is getting to meet celebrities, such as Bono, David Beckham and Lewis Hamilton."

**Name:**  
Michael McDowell

**From:**  
Bangor

**Position:**  
Airside Standards Manager

**Service:**  
I began working for the airport in August 1994 as a Finance Clerk, became an Airside Standards Assistant in March 2003 and was promoted to Airside Standards Manager in January 2009.

**Duties:**  
The Airsides Standards team provides and implements airside operational policies and procedures to maintain a safe and healthy environment for all users. This is achieved through a series of functions, including bird hazard control, runway friction testing, auditing, de-icing during winter conditions, general aviation handling and stand planning.

**What does bird hazard control entail?**  
Bird hazard control is carried out on a daily basis, the aim being to achieve a bird-free airfield. We discourage birds from settling at the airfield by keeping

the grass at a length between 150-200mm. The longer grass means birds cannot get the all-round view from the ground which they need to see predators and therefore will feel unsafe.

**Highs and lows of the job:**  
There are plenty of highs – no two days are the same as I always face different challenges. Another major high is getting to meet celebrities, such as Bono, David Beckham and Lewis Hamilton. The only lows come when there is a prolonged period of bad weather which is not pleasant to work in.

## New Business links takes off!

The Institute of Directors (IoD) in Northern Ireland has appointed bmi as its airline partner.

Joanne Stuart, Chairman of IoD Northern Ireland, welcomed the new association.

"Our partnership with one of the world's leading business airlines will provide our members with the opportunity to take advantage of the airline's quality services and qualify for special incentives."

The members of the IoD represent the majority of key business leaders in

Northern Ireland as well as linking with thousands of members based throughout the UK.

Brenda Morgan bmi Northern Ireland Sales Manager re-enforces the advantages:

"I am delighted that bmi is to become associated with one of Northern Ireland's leading business institutions and I look forward to forging stronger links with the IoD Northern Ireland members in the future. bmi is the leading carrier from Belfast to London Heathrow with up to eight rotations a day. We are the number one airline out of London Heathrow's Terminal 1, and recent product improvement means we are now offering

one of the most comprehensive services specifically tailored for the business traveller."

Pictured (l-r) Joanne Stuart, Chairman of IoD Northern Ireland with Brenda Morgan, bmi Northern Ireland Sales Manager



# AND THE WINNER IS...



The lucky winner of our winter 2008 Community News competition is **Ms Joanne Mills** of Kinnegar Drive, Holywood.

By completing the word search correctly Joanne has won a pair of return flights, courtesy of flybe.

The 10 lucky runners-up, who will each receive a George Best Belfast City Airport umbrella, are:

- Mr. Jim Semple, Lewis Gardens, Belfast
- Mrs. Cecelia Day, Avoca Lawn, Warrenpoint, Co. Down
- Mr. Michael Niblock, Finroy Street, Belfast
- Mr. Robert Morrison Snr, Parkgate Gardens, Belfast
- Mr. Bert Crone, Holywood Road, Belfast
- Mr. Stephen Majury, Lisavon St, Belfast
- Ms. Janice Campbell, Pims Avenue, Belfast
- Ms. Eileen Boyd, McArthur Court, Belfast
- Ms. Mary Spiers, Idills Avenue, Sydenham
- Mr. Alfred Boyd, Larkfield Gardens, Belfast



## SILVER LINING

George Best Belfast City Airport has made history by winning a Silver finalist gong in the Airport of the Year category at the recent 2008 British Travel Awards in London – the first time a Silver placement has been awarded in the competition.

The British Travel Awards are the largest of their kind and widely acknowledged as the most credible and valuable tourism awards programme in the UK.

They were created to reward the best companies in travel and are an easily-recognisable benchmark for excellence when it comes to finding out who really is the best in the business.

# WIN FLIGHTS TO CORK

Following the success of our winter edition competition, our latest competition sees Aer Arann giving one lucky reader the chance to win a pair of return flights to Cork.

Aer Arann, Ireland's regional airline operates daily flights throughout Ireland and to the UK, offering customers in

the regions connectivity with major international destinations.

Aer Arann is committed to continuing their essential flight experience advantages, such as later check-in times, no extra baggage charges and free newspapers.

To be in with a chance of winning, just answer the following three questions about the terminal upgrade at George Best Belfast City Airport::

**Q.1** How much money is being spent on the terminal upgrade?

**Q.2** By what per cent will the airside retail offering increase?

**Q.3** When will the work be completed?

The 10 lucky runners-up will each receive a copy of the George Best Belfast City Airport's 25th anniversary book, entitled 'Silver Wings'.

The lucky competition winner and runners-up will be announced in the next edition of Community News.



Entries to be sent to Ruth Kimbley, Communications Executive at George Best Belfast City Airport, Sydenham Bypass, BT3 9JH. Closing date for entries is Friday, 30th October, 2009. A prize winner will be selected at random.

## Hollywood children brought to book



The airport's successful 'A Time To Read' initiative has continued to go from strength to strength with three airport members of staff making weekly visits to Hollywood Primary School to help teachers encourage children to get excited about reading books. The airport employees have seen a great response from the pupils to the educational programme.

PICTURE: Hollywood Primary School pupils Tony McQuillan and Adam Johnston enjoy reading a book with airport Customer Services Manager Raymond Hooke