



# LONDON STANSTED AIRPORT

## *THE FIRST TWO YEARS OF M.A.G OWNERSHIP*

*Andrew Harrison, Managing Director*

# THE MANCHESTER AIRPORTS GROUP

## Manchester Airport

- 21m passengers p.a.
- UK's 3rd largest airport
- 70+ airlines
- Services to 200+ destinations

## M.A.G Property

- M.A.G has a property portfolio with a combined value in excess of £550m
- Circa 500 properties and 1,000 tenants across the Group
- Airport City

## East Midlands Airport

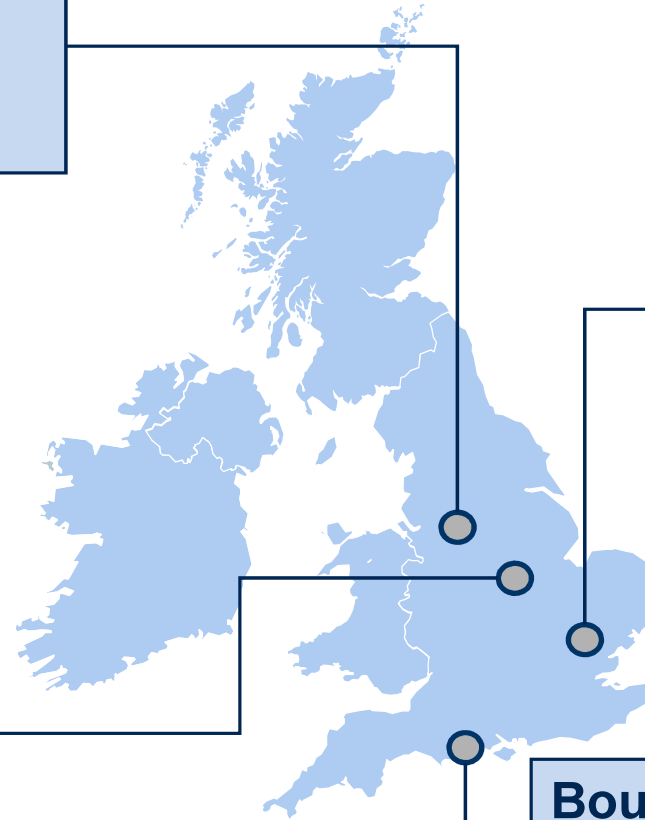
- 4.3m passengers p.a.
- UK's largest freight airport after LHR

## Stansted Airport

- 19.7m passengers p.a.
- UK's 4th and London's 3rd largest airport
- Services to 150+ destinations

## Bournemouth Airport

- 0.6m passengers p.a.
- Significant investment in new terminal



# STANSTED AIRPORT

An aerial photograph of Stansted Airport, showing the main terminal building, several aircraft on the tarmac, and the surrounding landscape with green fields and roads. The sky is blue with scattered white clouds.

**Fourth largest airport in the UK (19.7m)**

**Unrivalled connectivity to Europe – 160+ destinations**

**Only major airport in the SE with spare capacity**

**Modern facilities**

**£770 million GVA yearly contribution to the regional economy**

**Largest single site employer in the East of England – 10,500 employees**

**Third biggest airport for freight – carry 200,000 tonnes every year**

# WHAT HAVE WE BEEN DOING SINCE ACQUISITION?

## Customer Satisfaction

Customer satisfaction so that if there is a flight from Stansted, they choose us!

That means really **friendly service, consistently good standards, predictable queue times, and when we get it wrong excellent service recovery**

## Value to Airlines

Value to airlines, Stansted routes are profitable and perform well, attracting new routes to London Stansted.

That means we have a **cost base that can offer attractive prices reflective of airline requirements. We understand what good performance looks like to each airline and deliver it consistently.**

## Team Stansted

Delivered as a team because together we are greater than the sum of the parts (1+1=3), as MAG Stansted, the wider Team Stansted, and in partnership with our community

That means strong **communication, common goals and measures, strong people development, relationship management with partners and a well developed Corporate Social Responsibility plan**

**Underpinned by great leadership, governance and metrics and the best talent**

# CUSTOMER SATISFACTION

# £80 million terminal transformation...

- Transform the passenger experience and environment
- Attract new business and increase passenger numbers
- Future proof the operation – completed by Autumn 2015

**Departures**   
**Shops**  **Bars**  **Restaurants** 

**NEW SECURITY AREA**

**NEW DEPARTURE LOUNGE**

**15 NEW ePASSPORT GATES**



Faster, efficient  
security



More choice for  
passengers





# Hi-tech solutions for arrivals

  
**ePassport gates** 



**ePassport gates** 



**ePassport gates** 

You can use ePassport gates if:

- ✓ your passport has this symbol 
- and
- ✓ you are aged over 18 
- and
- ✓ you are a British, EEA or Swiss national



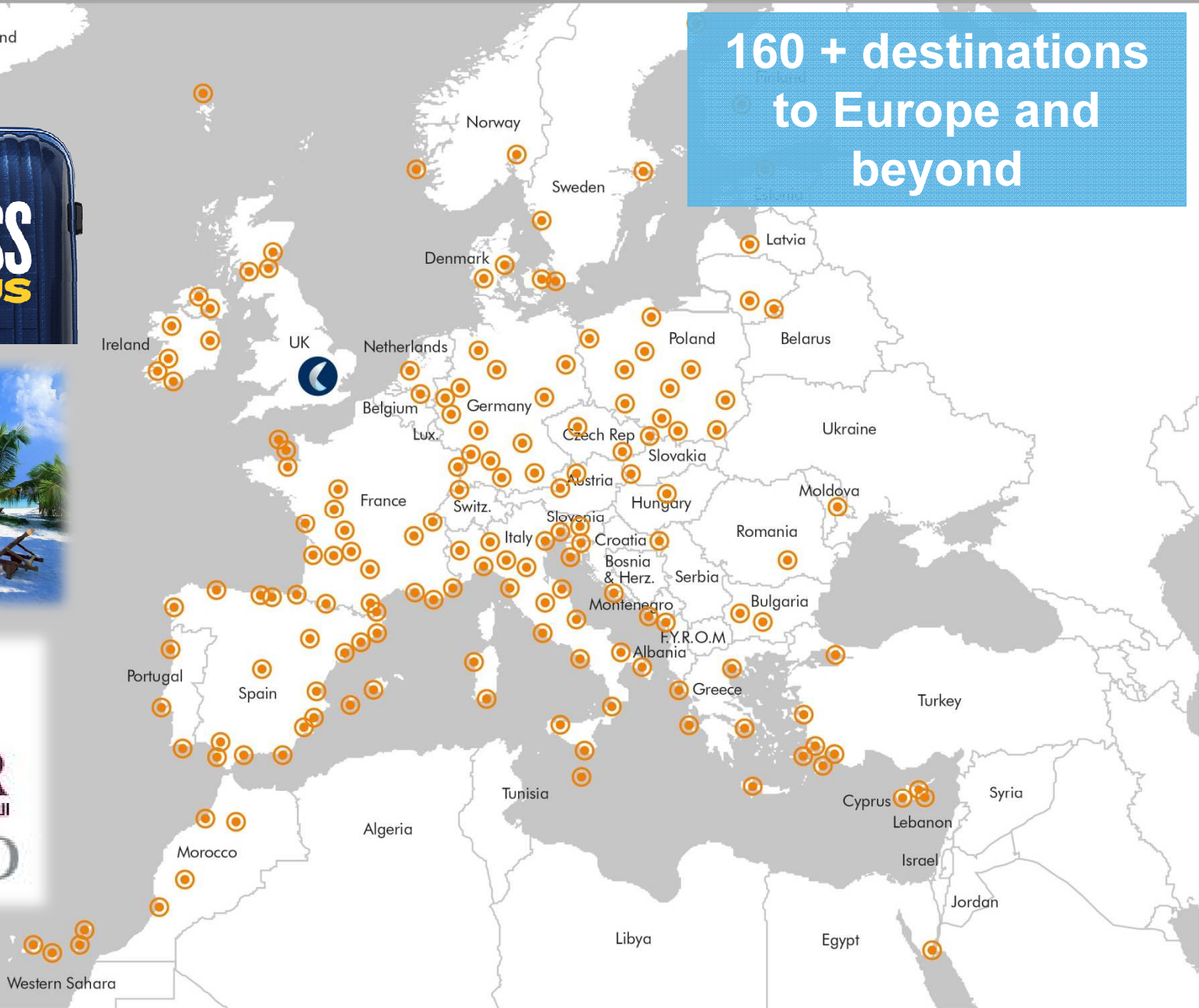
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# VALUE TO AIRLINES

160 + destinations  
to Europe and  
beyond





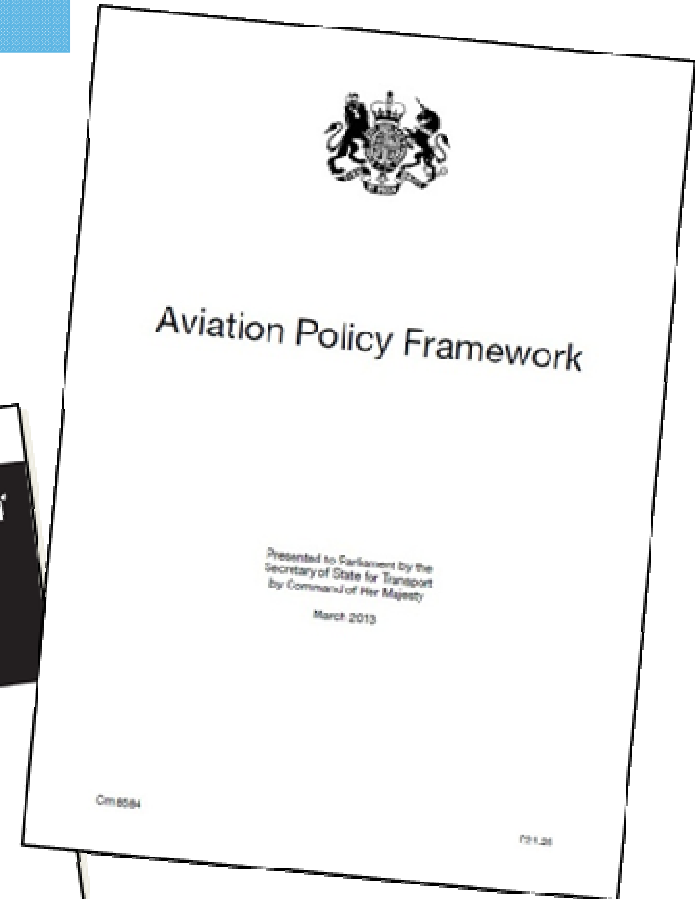
## Satellite 1 upgrade

- Work starts 2015 to transform Satellite 1
- Upgrade to enhance the passenger journey
- Update will also encourage long haul carriers to consider Stansted – shows our commitment
- Completion due later next year

# 2015 AND BEYOND

# PLANNING FOR THE FUTURE

- The last long term plan for Stansted published in 2006 by BAA
- Changed economic and business environment
- Need to review and update our plans
- Airports Commission - proactively plan to make best use of existing capacity and infrastructure





# SUSTAINABLE DEVELOPMENT PLAN

COMMUNITY  
ECONOMY AND SURFACE ACCESS  
ENVIRONMENT  
LAND USE

[stanstedairport.com](http://stanstedairport.com)

 **london stansted  
airport**

PART OF M.A.G

## SDP - Feedback

- **Met over 500 people** during the entire engagement process.
- **62 responses** in total:
  - 11 from local authorities/10 parishes
  - 4 from councillors
  - 14 from businesses or other interests
  - 23 individual responses
- **General acceptance/understanding of making best use**
- Strong recognition of **Stansted's contribution to the local economy**, benefits of new routes, community outreach and partnership working
- Need for improved ground transport and connectivity
- Environment comments focusing around **noise, night noise and cargo**
- Support improvements to Stansted Employment Academy and **new Education Centre**

### ARE YOU INTERESTED IN THE FUTURE OF LONDON STANSTED AIRPORT?

DROP IN TO FIND OUT MORE:

#### SEPTEMBER

9	Hatfield Broad Oak, Village Hall	3-8pm
11	Harlow, Leisurezone	3-8pm
15	Thaxted, The Swan	3-8pm
17	Saffron Walden, Town Hall	3-8pm
23	Braintree, Town Hall (Gallery)	3-8pm
25	Bishop's Stortford, Rhodes Centre	4-8pm

#### OCTOBER

3	Takeley, Silver Jubilee Hall	3-8pm
9	Bishop's Stortford, Rhodes Centre	4-8pm
16	Stansted Mountfitchet, Day and Community Centre	4-8pm
21	Great Dunmow, Foakes Hall (Talberd Room)	3-8pm

More details about our events and our 2014 Sustainable Development Plan can be found at [www.stanstedairport.com/developmentplan](http://www.stanstedairport.com/developmentplan)



[stanstedairport.com](http://stanstedairport.com) @STN\_airport #futurestansted







**New Education Centre – works underway**





# QUESTIONS

[magworld.co.uk](http://magworld.co.uk)

