

## CONTENTS

1. Airline terminal relocations at Heathrow
2. News at BAR UK
  - Change at the top
  - New members
  - Membership changes - welcomes and farewells
3. Aviation Duty proposals
4. National ID Cards for foreign airport workers
5. Passengers with Reduced Mobility (PRMs)
6. Stansted Airport - future charges
7. BAR UK Meetings
  - AGM / General Meeting 20 May
  - Next meeting - 28 October

*Welcome to this latest edition of the BAR UK Newsletter.*

*This month's edition demonstrates the wide scope of issues addressed by BAR UK on behalf of its members.*

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*In commercial and operational terms, the delays now being incurred in the programme to relocate over 50 airlines between different terminals at Heathrow is now causing considerable anxieties.*

*Regulatory matters, specifically those concerning e-Borders and the proposed Aviation Duty, have caused great anger and resentment. The industry is having considerable additional financial burdens imposed upon it, but with no added benefits whatsoever for airlines or their customers.*

*These topics and others are summarised below. The BAR UK secretariat will welcome any enquiries concerning them.*

*Mike Carrivick  
Chief Executive*

## **1. AIRLINE TERMINAL RELOCATIONS AT HEATHROW**



The operational problems at Terminal 5 are now well-known. They have caused long delays to the full occupation of the terminal, and are proving very disruptive to the terminal relocations of over 50 airlines.

However, the way forward can now be prepared.

The full occupation of Terminal 5 will be managed in three different steps: in June, in September and in October.

The publication of these dates now means that a new schedule of terminal relocations needs to be prepared by BAA, and discussed by the airline community at Heathrow.

It is now vital that this work proceeds as quickly as possible for the benefit of our airline members, their customers and for the reputation of Heathrow Airport.

Details of the moves can be found at BAA's website: [www.baa.com](http://www.baa.com), and then clicking 'Check your terminal'.

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## **2. NEWS AT BAR UK**

### **a) Change at the top!**

Enhanced roles and responsibilities for his company have caused Robert Atkinson (Air Canada's General Manager Passenger Sales, UK, Ireland and the Nordic Countries) to step down as Chairman of the BAR UK board. However, the board was very pleased that Bob was able to continue as a director.

To succeed him, they elected Mrs. Sandra Bloodworth, Area Manager UK and Continental Europe for Royal Brunei Airlines.

As stated by the Board in the press release, they wished to record their thanks to Bob for the time so freely given to BAR UK, and for his leadership, and extended their best wishes to Sandra.

### **b) Two new BAR UK airlines**

It is with great pleasure to announce that two new carriers have joined BAR UK. They are:

- 1. Air Comet**, represented by **Mr Frank Millard**, and
- 2. Kingfisher Airlines**, represented by **Mrs Sarah Built**.

Sarah and Frank have previously been with other BAR UK airlines, so it is heartening they have endorsed the work and role of BAR UK by enrolling their new companies.

On the debit side, it was with regret that we learned that Oasis Hong Kong ceased business; we extend our best wishes to Gerard Clark and the staff in their future endeavours.

Membership of BAR UK now consists of 97 airline members and 13 Associate Members.

### **c) Membership changes**

Whilst it is with regret that we say farewell to the following airline delegates, we warmly welcome their successors.

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<u>Airline member</u>	<u>Farewell</u>	<u>Welcome</u>
A'lineas Argentinas	Carol Paterson	Enrique Mendez
Biman Bangladesh	Syed Moin Uddin Ahmed	Mohammad Shamsul Karim
bmi	Robert Spies	Huw Hopkins
Icelandair	Helgi Mar Bjorgvinsson	Hjorvar Saeberg Hognason
Pakistan Int'l	Tariq Bukhari	S. Farooq Ibrahim Khan

### **3. AVIATION DUTY PROPOSALS**

The Treasury has proposed that Air Passenger Duty (APD) be replaced by an Aviation Duty in November 2009.

The substantial difference between the two is that whilst APD is structured on a 'per passenger' basis, the new duty would be levied on the basis of 'per departing aircraft'.

The public consultation regarding the proposals recently closed, and BAR UK submitted a very strong response denouncing them.

In brief, extensive and negative competition distortions would be created, affecting foreign airlines as well as UK ones. Additionally, cargo exports would also be taxed.

Substantial questions of the lawfulness of the proposals, set against the provisions of the Chicago Convention, also exist, an aspect that has been strongly pointed out by others in their responses.

Our response can be found on the 'Responses' page at [www.bar-uk.org](http://www.bar-uk.org).

### **4. NATIONAL ID CARDS FOR FOREIGN AIRPORT WORKERS**

Recently, the Home Secretary announced that foreign workers in critical areas would require National ID Cards; this specifically included foreign workers employed in the restricted zones of airports.

The rationale for this requirement has yet to be satisfactorily explained. All workers requiring airside passes already have to be properly vetted for identity purposes, after which a series of processes takes place, including criminal record checks.

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However, as has been so publicly stated, criminal record checks are restricted to those crimes committed only within the UK. Therefore, it is currently very questionable what benefits will flow through from the requirement to have a National ID Card. The only certainty is that cost will be added, yet another regulatory burden being passed on to the industry.

BAR UK will certainly engage with the Identity & Passport Office in its consultation, but calls for much more clarity of cost, process and benefits if ID Cards are to offer any purpose.

### **5. PASSENGERS WITH REDUCED MOBILITY (PRMs)**

The second phase of the EU PRM regulation comes into effect towards the end of July 2008. This is the time when the service provisions required of airports and airlines commence.

The definition is too restrictive, suggesting it is aimed at those travellers primarily requiring wheelchairs; in fact its scope is much wider.

Many airports have yet to finalise the appointment of their service provider; airlines and airports have yet, in many cases, still to finalise their systems of communicating PRM information between each other.

Agents, tour operators and many others in the selling system need to be made aware of their responsibilities.

Oversight of the regulation will be the responsibility of the Equalities and Human Rights Commission (EHRC).

BAR UK initiated contact with the EHRC, very shortly ahead of them contacting us. Our joint purpose is to establish a good working relationship ahead of time.

The early months will be closely monitored, and any unwelcome trends in delivery performance will be monitored. By working closely together, the EHRC and airport and airline communities at large should be able to see what areas may require remedial actions.

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## **6. STANSTED AIRPORT - FUTURE CHARGES**

Having had its proposal to de-designate Stansted as a regulated airport rejected, the CAA is now in the process of determining the charges for the five years from 2009-2014.

BAR UK is now engaged with the Stansted LACC (one of the three London Airports Consultative Committees), so that the views of its members with Stansted operations can be more formally represented.

As part of this process, the CAA has presented 6 pricing options to the Competition Commission.

Once they have provided their views, the CAA will then re-engage with stakeholders later in the year.

## **7. BAR UK MEETINGS**

### **a) BAR UK Annual General Meeting, and 2<sup>nd</sup> general meeting**

These were held on 20 May, kindly hosted by the Eye4Travel Exhibition at the Business Design Centre.

Presentations were received from:

- **BAA** by John Bullen and Sim Cotton regarding airline relocations at Heathrow, and the communications processes for airlines, the travelling public, and transport operators.
- **Verint Consulting**, on the many and varied aspects of Customer Management, by Mike Havard. This was a real thought-provoker, and illustrated how targets can take over in business, to the extent that a proper customer focus is lost.
- **Stephenson Harwood**, an Associate Member of BAR UK, regarding the implementation of the PRM regulation - by Paul Phillips and Vincent Coppinger.

The thanks of BAR UK go to all of the presenters, especially for making complex issues so well-explained, and for keeping to time!

- The final presentation was his report to members, made by the BAR UK Chief Executive, Mike Carrivick.

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Copies of the presentations will shortly be made available in the 'Members Only' section of the BAR UK website.

**b) The date of the next general meeting**

As previously advised, this is to be held on:

Tuesday 28 October 2008.

The meeting is kindly being hosted by the CAA, at their Head Office in Kingsway, London. More details will be announced in due course.

*The next BAR UK Newsletter will be published by 31 July*

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