



Newcastle International
Your Airport



Annual Review 2018

2018 in Review

2018 was another incredible year for Newcastle International Airport – from infrastructural expansions to watching 5.4m passengers pass through our doors. Over the course of the year, we ensured that our main focus was on customer service and we strived to create a pleasant ambiance for our passengers through every step of the airport journey. Therefore, it was fantastic news when Newcastle International was named the ‘Best Airport’ for its size for the second year running at the Airport Service Quality awards. This award was a credit to the year-round dedication of our friendly staff.

During the year, we also started to develop a new inbound tourism strategy – which we hope will bring in extra inbound tourists into the region, and will significantly boost the regional economy. Newcastle Airport is the international gateway in and out of the region, and we will work hard to continue to acquire and procure new and exciting routes for our passengers. I would like to give thanks to our passengers, stakeholders and partners for their support and dedication to Newcastle International Airport over the past 12 months. I would also like to give a special congratulations to all of the Airport staff who work hard to make each year even more successful.

I hope that you enjoy this short review of how well ‘Your Airport’ performed during 2018.



Nick Jones, Chief Executive

A handwritten signature in black ink that reads 'Nick Jones'.

5.4 Million Passengers

The Airport saw the highest passenger numbers in 11 years.

54,205 Aircraft Movements

The air traffic control and airside operations teams facilitated over 54,000 aircraft movements – that’s one every 10 minutes!

£69.5 Million Turnover

£30 Million Operating Profit

Award Winning

For the second year running, the Airport was named the Best Airport in Europe for its size, by the Airports Council International (ACI).



Passenger Experience



New Restaurants

In the summer Newcastle-based clean eating chain The Naked Deli opened their first airport outlet. The departure lounge also benefits from the brand new Quaystone Bar and Kitchen - serving up a selection of locally-sourced dishes.



£3.25 Million

was invested by the Airport to expand the UK Border Hall. As part of the development UK Border Force installed five brand-new e-gates.

59,507



passengers with reduced mobility (PRM) were assisted by our passenger services team.

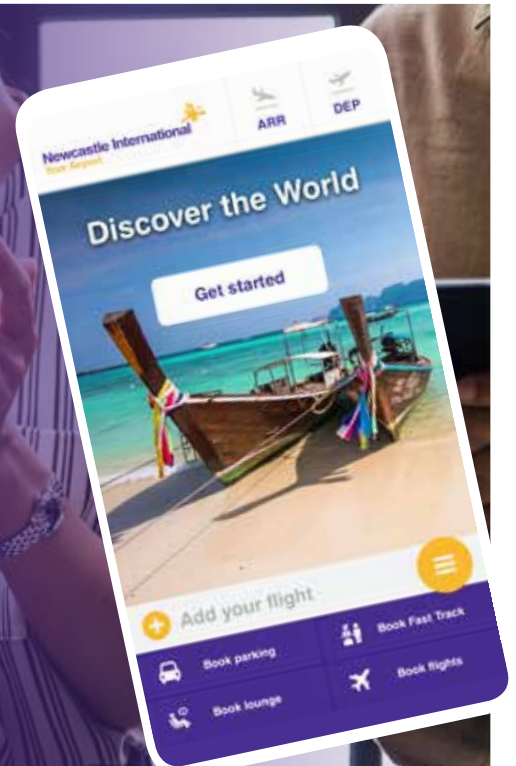
99%

of passengers were processed by our security teams in six minutes or less



App

In July the Airport launched the official NCL Airport app. Designed to support the passenger journey, the app provides real time flight information, car park booking functionality and the latest travel advice.

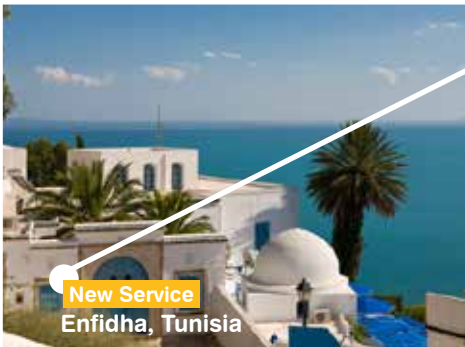


Aviation Development

During 2018, Newcastle International Airport celebrated the highest passenger numbers in 11 years, as it welcomed 5.4m travellers through its doors. The addition of several new services contributed to the successful increase in passenger numbers.



New Service
Akureyri, Iceland



New Service
Enfidha, Tunisia



New Service
Halkidki, Greece

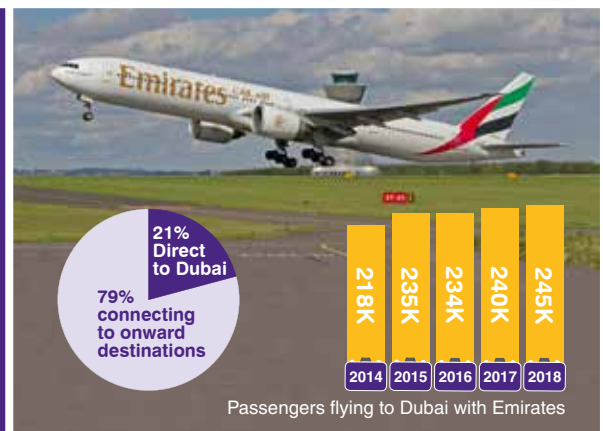


New Service
Bodrum, Turkey

Emirates Performance

The Emirates route from Newcastle to Dubai celebrated its 11th anniversary in 2018, with almost 250,000 passengers using the service.

Serving a mix of business and leisure passengers, 79% of travellers used the service to connect via Dubai to destinations further afield.



Inbound Marketing Strategy

Visit **NORTH EAST ENGLAND**

In late 2018, the airport appointed an Inbound Tourism Manager to develop an innovative new inbound tourism strategy. The strategy aims to grow the number of inbound passengers using existing Newcastle routes, in order to increase load factors, yield and route profitability. The strategy will also aim to support the acquisition and establishment of new routes and build awareness in markets where there may be opportunities for new routes in the future.



www.visitnortheastengland.com @visitneengland @visitneengland @visitneengland



New Website Launch

The inbound tourism agenda will be driven by an international marketing strategy, new brand and inspirational website which will join up many iconic destinations and attractions in the region. The website will include dynamic content with the aim to portray all there is to unearth in the North East of England.

Showcasing the Region

The project will join up many of the regions iconic destinations and attractions across the North East of England stretching beyond Newcastle upon Tyne to incorporate Gatehead, North and South Tyneside, Sunderland, Northumberland, County Durham, Tees Valley and Cumbria and the Lake District.

Digital Campaigns

Targeted digital campaigns will be launched in existing markets including Germany, Spain, France, Ireland and Belgium and potential new overseas markets in late 2019. The inbound team will work with Visit Britain to ensure content is tailored to attracted specific market segments from each international target market.

Environment and Development

During 2018, the Airport continued its commitment to environmental management. Significant work was carried out to formalise an environmental management system, including the production of an environmental risk register, legislation register and a new environmental policy.



Noise Action Plan

A new draft noise action plan was produced with the assistance of the Airport Consultative Committee. The plan identifies a series of actions to manage and reduce noise levels over the next five years.

Masterplan

In 2018 a strategic plan was developed to show how the Airport will grow by 2035. A five month public consultation took place, reaching over **230,000** people via social media. The final Masterplan 2035 document will be published in 2019.

CSR

A new Corporate Social Responsibility framework is being developed which aims to ensure the airport is environmentally responsible, a good neighbour and a great place to work with strong stakeholder support.

GRESB #1 Out of 6 UK Airports in the UK for Sustainability **10th** Out of 68 global Airports in the transport sector

For the second year running, Newcastle International took part in the Global Real Estate Sustainability Benchmark project - where it came top out of 6 UK airports that participated. It also came 10th out of the 68 global airports in the transport sector.



Operational Performance

Car Parks

The Airport's car parks celebrated another record-breaking year, with a total of 1.8 million customers using the range of secure car parks.

Development plans for a major upgrade of the car parking facilities were announced in December 2018, with work to include new Premium Fast Track and Premium Meet & Greet facilities.



Samson Executive Jet Centre

Samson Executive Jet Centre enjoyed a busy year with aircraft movements increasing 5% compared to 2017.

In the summer of 2018 Samson launched a fresh marketing strategy which included a new logo, website, corporate video and marketing materials.



SAMSON

EXECUTIVE JET CENTRE | NEWCASTLE



The Beast from the East

During February 2018 the North East was hit by record breaking snowfall, dubbed the Beast from the East. The airport teams worked tirelessly and managed to keep the airfield open and operational. This tremendous effort was recognised with praise from passengers on social media and an exclusive feature on BBC1's The One Show.

Training Academy

3,000

delegates were trained in fire, first aid and health and safety training at the Newcastle International Airport Training Academy during 2018.

The delegates travelled from all over the world, including the Seychelles, Portugal, Ireland, India, Qatar and Oman.



Community



Hidden Disabilities

The Airport continues to work closely with various charities to shape its accessibility strategy.

A Hidden Disabilities Lanyard was introduced in the summer of 2018, which allows passengers to discretely inform staff if they require a little more time or additional assistance whilst travelling through the terminal.

The Airport also became 'Dementia friendly' in 2018 - with many employees completing dementia friendly training.

north east
autism society



Charity Fundraising

During 2018, the Airport continued to support its three official charity partners – the Newcastle, Sunderland and Middlesbrough Football Foundations, raising almost

£31,000

throughout the year.



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