Introduction

This submission is made on behalf of Vanderlande Industries UK Ltd, part of Vanderlande Industries, the Dutch automated material handling systems provider that ranks among the top five worldwide in the materials handing field and is the largest supplier and operator of baggage handling systems in the world.

This submission addresses the point made in the airport operating models document that: "… an airport must be able to provide adequate facilities to serve the required numbers of passengers and it must be efficient and cost-effective enough for passengers and airlines to be satisfied with its services. This is particularly acute for focal airports where the need to transfer passengers and their baggage efficiently between connections goes to the heart of the operation."

1. Vanderlande Industries UK

The main activity for Vanderlande Industries UK is the development, design, installation and maintenance of innovative baggage handling solutions for airports of all sizes. As a result, the company helps to create and sustain a secure baggage handling process with the highest passenger satisfaction and the lowest total cost of ownership.

Vanderlande Industries UK contends that:

- Any coherent UK aviation strategy cannot take one aspect of airports in isolation, whether it is capacity, airport buildings, investment, transport links, or baggage handling, but has to take a holistic approach;
- Terminal buildings and their airside shopping malls can chop and change, but the backbone of an airport is its baggage handling system;
- Environmentally friendly, cost effective and state-of-the-art baggage handling systems are a major cornerstone in developing an integrated and sustainable UK aviation policy;
- Any sustainable UK aviation policy must entail capital investment in the infrastructure around UK airports and in UK airport buildings in order to provide better facilities such as more terminal space and better baggage handling systems;
- Rigorous R&D around baggage handling systems plays a crucial role in developing existing and new handing techniques that are energy efficient, cost effective and environmentally friendly; and are capable of reducing the energy consumption of the baggage handling system by up to 50 per cent, or up to 10 per cent of an airport's overall energy consumption;
- State-of-the-art baggage systems can make a significant contribution to balancing resilience and capacity within current areas of terminal real estate, and can help airports deal more efficiently with increasing volume of passengers while also reducing check-in queuing, improving the passenger experience and energy consumption.

2. To date, UK aviation policy has largely ignored the contribution state-of-the-art baggage handling systems can make to the passenger experience, environment, energy efficiency and profitability of UK airports. Vanderlande believes that this is a mistake and any sustainable UK aviation policy should take into account the central role that modern baggage handling systems play in fulfilling such a policy's aims.
In particular, up-to-date baggage handling systems improve the passenger experience as a result of less queuing at check-in, a swifter move airside, the speedier movement of bags to a secure area, less disruption of flight schedules and a reduction of congestion in terminals. Furthermore, any sustainable UK aviation policy must entail capital investment in the infrastructure around UK airports.

2.1 Supporting background information

a. Vanderlande Industries UK makes an important contribution to the local economy at the airports where it has installations, by enabling airports to operate more profitably, efficiently and in an environmentally friendly manner. In particular, it has made a substantial contribution to the creation of permanent jobs by helping airports increase capacity and providing a better passenger experience.
b. Vanderlande Industries employs 150 staff in and around Heathrow.
c. A ComRes Omnibus Poll commissioned in 2012 showed that 76% of respondents thought that state of the art baggage handling systems free up terminal space and lead to improved passenger experience in airports while only 7% disagreed.[1]
d. In the same ComRes Omnibus poll 80% of respondents thought that any sustainable aviation policy must include investment in UK airport buildings in order to provide better facilities such as more terminal space and better baggage handling systems while only 6% disagreed.[1]

3. The general public take great interest in, and place high importance on, the process of baggage handling within airports. This is evidenced by:

a. A recent feature on Vanderlande's baggage handling system at Heathrow's Terminal 5, on the YourHeathrow microsite that clearly demonstrated the public interest. Within a couple of hours of the article being published on the site it had over 300 views, making it one of the most popular articles on the website.
b. The subsequent social media attention also highlights the public's fascination with baggage handling, as the article resulted in a significant number of likes and shares on Facebook, and tweets and retweets on Twitter. Vanderlande's You Tube video of the baggage handling system at T5, which was featured in the article, doubled its views to over 50,000.

4. By careful terminal design an up-to-date check-in and baggage handling system can be used to increase capacity in the UK's existing infrastructure in an environmentally friendly way, and to improve an airport's overall profitability. Regional airports can and do absorb the pressure not only on the constrained major airports, but also on intercity rail and road links by being part of an integrated air transport system. Efficient regional airports with efficient check-in and baggage handling systems encourage people to fly from their nearest regional airport rather than travel to major airports. This has positive environmental and energy reduction implications.

5. Background on Vanderlande Industries UK

a. Vanderlande Industries UK aims to help airports minimise waiting times at check-in and reduce cost by using innovative baggage handling technology, thus avoiding the need for additional space to cope with growth. It provides airports with a consultative sales approach that includes advice on how they can do more with less, with an eye for increasing airport revenue.

b. Vanderlande Industries helps airports increase profitability by helping to provide the means to handle additional passenger numbers, while maintaining energy efficiency. Vanderlande Industries systems are fast and efficient, allowing passengers to move to airside facilities quicker, giving them more time to use air-side retail outlets. Self-tagging automated check-in kiosks and automated early bag storage facilities provide this efficiency.

c. Vanderlande Industries UK is making a significant contribution to balancing resilience and capacity within current areas of real estate. Vanderlande Industries UK's state-of-the-art technology, such as BAGLOAD, an integrated robotic baggage loading, helps airports deal with an increasing volume of traffic and minimises delays for flight make-up. This not only improves the passenger experience, but also reduces handling costs for airlines as well as adapting the process and environment to a higher degree of automation. The BAGLOAD system together with Vanderlande Industries UK systems integration, work together to provide airports, airlines and ground handlers with the optimum level of automation. It saves costs through efficient employee assignment, integrated baggage reconciliation, less health related costs and efficient use of space. It also improves employee working conditions; improves process quality by reduction of errors and improves bag security.

d. Vanderlande Industries UK's work with regional airports is aimed at making these airports as efficient as possible without having to expand. Increased efficiency encourages local passengers to use their regional airports, thereby making the airports more profitable. Vanderlande is developing and improving a number of baggage handling systems that can be tailored to the size and capacity of the airport.

e. Vanderlande's BAXPACE concept is especially interesting for regional or smaller airports that are looking to automate their baggage handling process. BAXPACE is a compact and cost-efficient solution integrating all baggage handling tasks including check-in, early bag store, screening, manual coding and flight make-up within existing terminal baggage halls. Baxpace can help an airport realise a reduction of up to 30% in labour costs and up to 40% savings on energy consumption.

f. BAXORTER from Vanderlande is a cost effective mid-range baggage sorting system that meets a wide range of airport demands. The BAXORTER has a capacity of 2,500 bags per hour and high flexibility in number of outputs to flights or destinations. This makes it ideal for many smaller to medium-size airports, where it meets demands for cost effective solutions for a wide range of environments; flexibility in system layout and configuration; and scalability for future needs.

Footnote

1. ComRes Omnibus Poll – Baggage Handling Systems and a Sustainable Framework for UK Aviation, April 2012