

# INSIDE EDI

Connecting Communities with Edinburgh Airport

Edinburgh Airport   
Where Scotland meets the world

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£50

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Meet Edi the Mascot

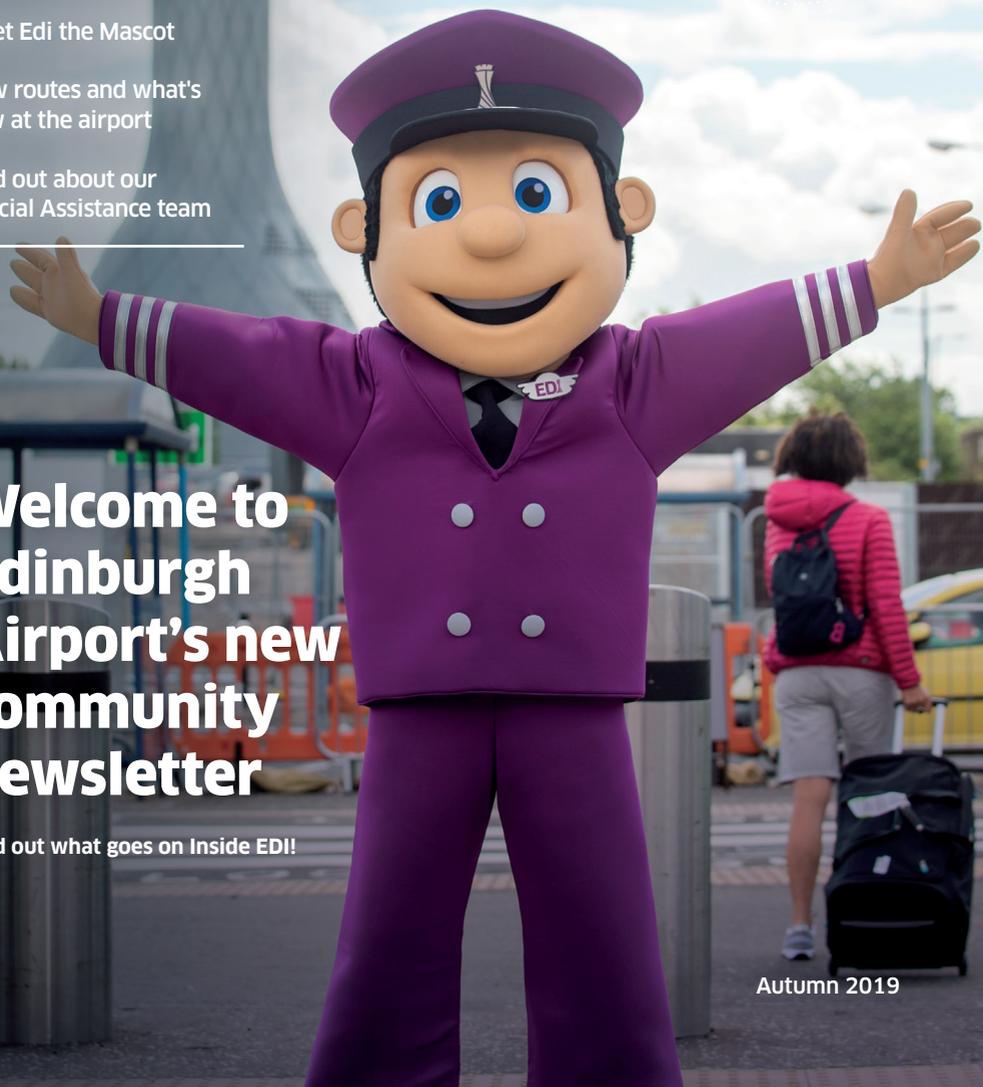
New routes and what's  
new at the airport

Find out about our  
Special Assistance team

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**Welcome to  
Edinburgh  
Airport's new  
community  
newsletter**

Find out what goes on Inside EDI!



Autumn 2019

# Welcome

As Edinburgh Airport looks to speak to more of those who live and work within communities near us I'm delighted to bring you our first copy of Inside EDI.

Inside EDI is a refresh of our previously distributed newsletter which was delivered to our closest communities. However, we recognise there are those further afield who also have an interest in the airport who we really want to talk to and hear from. To help us do that, we will now be placing copies of Inside EDI in local community facilities, as well as using targeted online messaging, with the hope of reaching more of our community.

We want to share more interesting and relevant stories, therefore, we recently ran a survey to find out exactly what communities want to know more about. We found there is

a keen interest to learn about how we operate and what we are doing to improve the airport and our services, as well as finding out more about new routes and destinations. These topics, combined with details of our community and charity activities, have helped shaped the content of the following pages and will be reflected in issues to come.

I hope you find Inside EDI of interest, please let us know if there are any topics you'd like covered in future issues. We're keen to hear from our communities and would encourage you to contact us via the details on the back page.

**Gordon Dewar**  
Chief Executive



## Ready Edi Go!

As part of our commitment to being a family-friendly airport, we've recently introduced our new mascot Edi the Pilot. Edi is here to help passengers get their trips off to the best possible start as we know it's a big day for everyone who comes to the airport.

Edi is just one of the improvements we are making to the service we offer parents and guardians travelling with children:

- Dedicated Family Lane for families travelling with children under the age of 12.
- 'Get ready with Edi' information leaflet about our family-friendly facilities
- Updated information on the airport website.

The changes we've made will help families be as prepared as possible when they come to the airport. From detailing information on what can and can't be taken through security, where family-friendly facilities can be found, including baby change and family restrooms and play areas, to information on retail outlets and food and beverage options, it's all to help our passengers fly through the airport. Edi is often out and about in the terminal, so keep an eye out for him and come say hi!

More information is available on our website at [bit.ly/EDI\\_Families](https://bit.ly/EDI_Families)

# The sky's the limit



So far this year we have introduced 14 new routes to destinations across the world. From Boston to Bergen and Milan to Philadelphia, our Aviation team plays a key role in attracting airlines to launch new services.

The Aviation team is responsible for developing aviation business for the airport. From attracting new airline partners to nurturing and developing relationships with our existing partners to extend seasons, grow frequencies and add new destinations.

Every year, the team attends the Routes Europe conference, which this year was held in Hannover. This event provides an opportunity for more than 300 airports and over 100 airlines from around the world to get together for three days of meetings and networking. It's an opportunity for the team to meet with multiple airlines in a short period of time, catch up with existing contacts, make introductions to new airlines and gather information from seminars and peers about ongoing trends and themes in the industry.

This conference is one of the most important times of the year for our Aviation team and this year they met with 35 different airlines to present the best case as to why Edinburgh should be top of the list when it comes to making route decisions.

Preparation for the conference starts up to two months in advance with the team creating tailored presentations specific to each airline they are meeting and the

destinations that they are pitching for. They utilise a range of different data sources to provide detailed analysis and build compelling business cases.

At each meeting, the team has just 15 minutes to get across all the information the airline would need to convince them that a follow up meeting is required. An invitation to meet with the airline in their headquarters post-conference is a sure sign that progress is being made.

In collaboration with the airport's marketing team and partners within the city, Edinburgh Airport excels in showcasing what Edinburgh and Scotland has to offer our industry partners through a more informal conference party. At this year's event airlines and airports from around the world were given a taste of Scotland with Johnnie Walker cocktails and BrewDog beer, Scottish food and a ceilidh band. This event facilitates further networking and discussions outwith the scheduled meeting diary and has been influential in increasing the awareness of Edinburgh Airport, the city and the wider country.



## New routes



### Wizz Air

Wizz Air, one of Europe's fastest-growing airlines, will start flying to Warsaw, Gdansk, Budapest and Bucharest from early November, offering access to some of Eastern Europe's most vibrant cities.



### Aalborg

We celebrated the first flight of the new twice-weekly service between Edinburgh and the Danish city of Aalborg with Great Dane Airlines. This is the only UK service to Aalborg outside of London.



### Great Edinburgh Take Off!

We celebrated Loganair's new flights to Islay, Bergen and Stavanger with a slice of this amazing cake.

## Shops & Eating

Bag a great deal and collect it later! Simply ask to use our free Shop & Collect service when shopping in any store before you fly. On your return, pick up your purchases at Luggage Point across from the Domestic and International Arrivals exit.



### Recent openings



**HUDSON ST. GRILL**  
BAR + KITCHEN

### Coming soon

The Sir Walter Scott Bar is currently undergoing a major refurbishment and is due to open at the end of October.

## FastPARK



We recently launched our newest car parking product FastPARK. Providing a convenient drop-off valet parking service, it uses technology to offer a seamless journey from car park to terminal. How it works:

- Pull up to the dedicated entrance, where HD cameras will take a 360-degree image of your vehicle.
- Drop - Park in the spacious ferry lanes and complete the short walk to reception.
- Scan - At the kiosks, scan your digital ticket from the app, email or type in your booking reference. Once checked-in, tag your keys, drop, then go.
- Return - Scan your code at an electronic locker to retrieve your key, and you will be advised which area and return bay your car is located in.

# Community support

Our communities are important to us. Whether it's providing money through our Community Fund, fundraising for our Charity of the Year or providing opportunities for local children to experience work at the airport - we are committed to supporting local people and groups.

## Community Fund

We provide funds to community and charity groups which support sport, health and wellbeing, education, community, and environmental initiatives.

We recently provided £2,000 to Hutchison Vale Girls Football Club. They were able to use the funds to buy portable goals (ten in total), training balls, cones, mannequins and other training equipment for each of the five girls' teams. If you know of any project that would like to apply for funding please



visit [edinburghairport.com/community](http://edinburghairport.com/community) for more information and the criteria for applying.

## Charity of the Year

It's been an excellent year for fundraising. In the first six months of the year, the airport raised over £57,000 for our Charity of the Year, The Yard.



Our teams have been involved in a wide range of events and activities to raise funds, including sponsored marathon runs, quizzes, abseils, and BBQs, every penny raised goes towards supporting the fantastic work of The Yard.

The Yard is an award-winning charity running adventure play services for disabled children, young people and their families in the east of Scotland. Find out more at [www.theyardscotland.org.uk](http://www.theyardscotland.org.uk)

## Work experience



We continue to provide opportunities for school pupils, interested in working at the airport when they are older, to spend a week with some of the teams across campus. Pupils have the chance to meet people from teams including air traffic control, fire service, customer service, airside operations as well as our airlines.

Schools within Edinburgh and the Lothians can apply for the programme via [www.workit.info](http://www.workit.info). All other schools can email [communications@edinburghairport.com](mailto:communications@edinburghairport.com) for an application form.

# Special assistance

Our Special Assistance team ensures passengers who need help making their way around the airport get where they need to go with ease. As part of our improvements to the service already offered to passengers with reduced mobility we have introduced new initiatives, technologies and a team to support others who may need assistance.

Our Additional Needs team helps deliver one-to-one service to passengers on the autism spectrum or with complex additional needs. The team also supports passengers who have a hidden disability by providing access to a range of resources online or by post.

## FETCHY FOX

We are trialling a new mobile ordering service which allows passengers with reduced mobility to order food and beverage with ease. Using the FetchyFox platform, staff will be able to ask these passengers if they would like to order food from eateries in the departure lounge and have it delivered to them.



## CHANGING FACILITY

The airport now has a changing place for those with reduced mobility. Located opposite BrewDog near Gates 12-16, it features a hoist, adjustable height wash hand basin and perimeter strip panic alarm. Since it opened, the new facility has been very well received.



## HELP POINTS

We recently upgraded 17 help points to make it easier for passengers to contact the Special Assistance team.

The help points, which are in convenient locations across the terminal, now have hearing loop functionality as well as improved sound and video technology, meaning the team can now see the passengers who need help. Look out for the help points next to the bright blue seats.



Scottish Government Equalities Minister, Christina McKelvie recently visited the airport to find out more about the new help points

## RAMBLE TAG

We introduced additional help for passengers who are visually impaired. Now our Special Assistance team wear Ramble Tags, a lightweight harness designed to be worn on the upper arm, to help guide visually impaired passengers through the terminal. The Ramble Tag offers a comfortable handle as an alternative to linking arms providing passengers with peace of mind when they travel.



## WELCOME APP

Welcome is a free app which allows passengers to notify our teams of the assistance required. We will be notified when you are on your way and receive an overview of your disability and top tips to aid the interaction with you. This is an additional service on top of the special assistance you book with your airline to help us understand your needs and provide you with a more enjoyable journey through Edinburgh Airport.

# Where in the world

If you are heading off on a trip - ideally to a destination you can fly to from Edinburgh Airport - don't forget to take a copy of *Inside EDI* with you!

Strike a pose holding it while doing or visiting something unique, interesting or just a little bit different and you could win £50 airport vouchers!



Terms & Conditions: Competition closes on 31 December 2019. Judge's decision is final. Please ensure the photograph is high resolution and that you and a copy of Inside EDI are in it! Then email us the photo, along with your name and a short description of where you have been and what you were visiting, to [communications@edinburghairport.com](mailto:communications@edinburghairport.com). By entering the competition, you are consenting to the publication of your first name, photo, and where you are from.

## Noise update

### Quarter 2 | 2019

We saw an increase in enquiries during this period; this is in part due to changes in wind direction, an increased summer schedule and that often people will have windows open, making them more aware of aircraft noise in the summer.

We understand that our operations have an impact on our local communities and that residents may want to enquire about aircraft activity and noise. We have created a noise policy to ensure that we effectively handle noise enquiries; you can read our noise policy at [edinburghairport.com/noise](http://edinburghairport.com/noise)

You will also be able to access our Noise and Track System which allows you to follow specific aircraft, track where they fly, and see the level of noise they make as they pass our noise monitors.

### Noise enquiries

	Helicopter	2
	Night flights	71
	Off track	6
	Low flying	6
	General	725*

\* of these 70% were from three individuals

### Engine runs



No High level runs during night time hours.

# Community Q&A

Below are examples of the types of questions we receive from members of the public. We think that by sharing these with the wider community we can help create understanding of some of our activities and offer a voice to the community. This will be a regular feature with more questions in our next issue.

## Are there plans for a second runway?

We believe that the current growth seen at Edinburgh Airport can be sustained by the existing runway and it is unlikely an additional runway is required before 2040. However, as part of our long-term planning, we are safeguarding additional land to the north of the current runway. You can read more in our Masterplan at [bit.ly/EDI\\_Masterplan](http://bit.ly/EDI_Masterplan)



## Why did the drop off fee increase to £2?

The fee was raised as part of our plans to combat increased congestion on the main road into the airport. The airport is working with the City of Edinburgh Council on a long-term solution to growing congestion problems on Eastfield Road by proposing to build a new access road into the airport at a cost of £10 million. The airport anticipates funding the majority of the project with additional revenue from the drop off increase, contributing to the funding. You can read more here [bit.ly/DropOffCharge](http://bit.ly/DropOffCharge)



## Have you changed your flight paths?

We have not changed our flight paths and fly the same ones introduced in the 1970s. We are required to go through an Airspace Change Programme approved by our regulators the CAA before we make any changes. We have recently begun this process, and more information can be found on our website at [bit.ly/\\_EDI\\_ACP](http://bit.ly/_EDI_ACP)



## What food offerings do you have for vegetarians and vegans?

We have a number of restaurants and cafes for you to enjoy, all of which cater for a range of dietary requirements, and we have kid's menus for smaller appetites, so the whole family can fill up before you fly! Simply ask when ordering or find out more online at [bit.ly/EDI\\_Restaurants](http://bit.ly/EDI_Restaurants)

