

OFFICIAL



# Annual Report 2020

## Guernsey and Alderney Airports

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# Chapter 1 - Message from the Managing Director

## – Ports

2020 has arguably been the most challenging year in living memory for Guernsey Ports, due to the direct and indirect impacts of COVID-19 on our core business. Despite the challenges it has been very encouraging to see how the teams at Guernsey Ports have adapted to such unique circumstances and still maintain core services to ensure the flow of essential goods and services, necessary to keep the Bailiwick economy and infrastructure functioning.

Recruitment to vacant posts has been suspended for most of the year, as was all but essential overtime. This has meant that the existing staff have had to respond to continued staff shortages in some areas of the business as the recruitment freeze has persisted to reduce costs.

Overall, the financial impact of COVID-19 on the Guernsey Ports is unprecedented. The Ports outturned a deficit of £10.7m in 2020 (2019: surplus £1.3m) with overall income lower than 2019 by £11.7m. The decrease in revenue is primarily due to restrictions on non-essential air and sea travel. Passenger movements through both Ports were 83% lower than in the prior year resulting in a decrease in traffic receipts amounting to £8.7m compared to 2019. Income derived from rental properties was 40% lower than 2019, resulting in a further decrease in rental income of £1.2m. Expenses at the Airport were slightly down on 2019 by 1.6% and outturned at £13.4m (2019: £13.6m).

These unprecedented pressures on revenue streams have resulted in significant additional challenges on cash and funding. Cash and cash equivalents across the Ports brought forward from 2019 amounted to £6.6m. The closing balance as at 31 December 2020 amounts to a £5.0m cash deficit across the Ports which has been advanced to the ports through an overdraft facility, provided by the States of Guernsey's Policy and Resources Committee. This represents an in-year decrease in cash reserves across the Ports amounting to £11.6m.

Various operational departments took advantage of reduced activity at the Airports to undertake additional maintenance in areas normally operational or in passenger use. This has included redecoration of buildings, airfield grounds maintenance and additional training. The work has used in-house expertise whenever possible to avoid indirect costs.

Airport staff have been working closely with the COVID-19 response team to manage aspects of the Bailiwick's response, including management of port-related essential worker permits, construction of COVID-19 testing facilities at the Airport and more general input on various changes to the Bailiwick's lockdown strategy.

I would like to thank all our staff for meeting these additional challenges in this exceptional year and their ongoing commitment to play their part in continuing to provide lifeline services to these islands.

**Colin Le Ray**

Managing Director – Guernsey Ports

## Chapter 2 - Profile

### 2.1. Purpose

The stated purpose of the airports' operations was unchanged in 2020. Guernsey and Alderney Airports provide for safe and expeditious movement of commercial and private aircraft, passengers and cargo to and from the islands on the most cost-effective basis. The Airports also look to ensure that policies, facilities and services are aligned to the Guernsey Ports five-year business plan and the air navigation services annual plan. The purpose also needs to be commensurate with the requirements of the Islands in respect of air transport services, general aviation and meeting the standards set by the United Kingdom Civil Aviation Authority (CAA), the European Union Aviation Safety Agency (EASA) and the United Nations' agency the International Civil Aviation Organization (ICAO), when required to do so.

### 2.2. Vision

Guernsey and Alderney Airports remain committed to ensuring both airports remain open, safe and secure and that its operations and services are industry leading.

### 2.3. Core Business

Guernsey and Alderney Airports core business in 2020 was based upon the published Business Plan and Annual Plans and its services to its customers continue to be delivered to exacting standards in a transparent and non-discriminatory manner.

The core business of Guernsey and Alderney Airports encompasses the following services:

- Provision of serviceable aerodromes and terminal and operational infrastructure in both Guernsey and Alderney that ensures both airports remain open, safe and secure.
- Provision of air traffic services (ATS), particularly air traffic control with a clear objective to providing a safe, structured and smooth air traffic service within its area of responsibility.
- Provision of communication, navigation and surveillance services (CNS).
- Provision of aeronautical meteorological services (MET).

## Chapter 3 - Summary and Key Year Highlights

<b>Passenger Movements</b> 	<b>Guernsey:</b> 185,707	<b>Total Income:</b> 	<b>Guernsey:</b> £4,200,000
	<b>Alderney:</b>		<b>Alderney:</b>
	27,211		Not Available

<b>Full Time Equivalent Employees (FTEs):</b>  122 	<b>New Routes:</b>  None
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<b>Aircraft Full Emergencies</b> 	<b>Guernsey: 1</b>  <b>Alderney:</b>	<b>RIDDOR<sup>1</sup> Events</b> 	<b>Guernsey:</b> 0  <b>Alderney:</b> 0
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<b>Mandatory Occurrence Reports (MORs)<sup>(2)</sup></b> 	<b>Guernsey:</b> 86  <b>Alderney:</b>  Not Available	<b>Audits</b> 	<b>Internal:</b>   <b>External:</b>
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<sup>1</sup> Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR), which are required to be reported to the States of Guernsey's Health and Safety Executive.

<sup>2</sup> Mandatory Occurrence Reports, which are required to be reported using the European Co-ordination Centre for Accident and Incident Reporting Systems (ECCAIRS) reporting portal.

## Chapter 4 – 2020 Performance

### 4.1. Passenger Movements - Guernsey Airport

185,707 passengers were recorded at Guernsey Airport in 2020; this compares with 858,230 in 2019. This represents a 78% decrease compared to previous year.

From the beginning of 2020, the emerging Coronavirus (COVID-19) outbreak quickly spread globally and was declared a pandemic by the World Health Organization. Following on from that declaration by the WHO, demand for long haul aviation was dampened which soon spread to domestic aviation to Europe and locally from the Channel Islands to the UK.

The effect of varying legal restrictions on non-essential travel, self-isolation and lockdown measures in the Bailiwick of Guernsey and other jurisdictions continues to have a significant impact on airlines, airport operators, and third-party contractors working in the civil aviation sector in the British Isles, Europe and the rest of the World.

Regretfully, shortly before COVID-19 took hold, one of the Island's longest serving business partners, Flybe, entered into liquidation. The airline had been serving the Channel Islands for many decades under various trading names and at its demise, held around 12% of the annual passenger traffic at Guernsey Airport.

Whilst passenger numbers were severely reduced in 2020, there were some services running throughout the year, including inter-Bailiwick Alderney services and an air bridge with the Isle of Man which launched in July 2020. Both services generated an opportunity for islanders to travel overseas, and there was a high degree of popularity across both destinations.

Further analysis is available in Appendix 2 of this annual report.



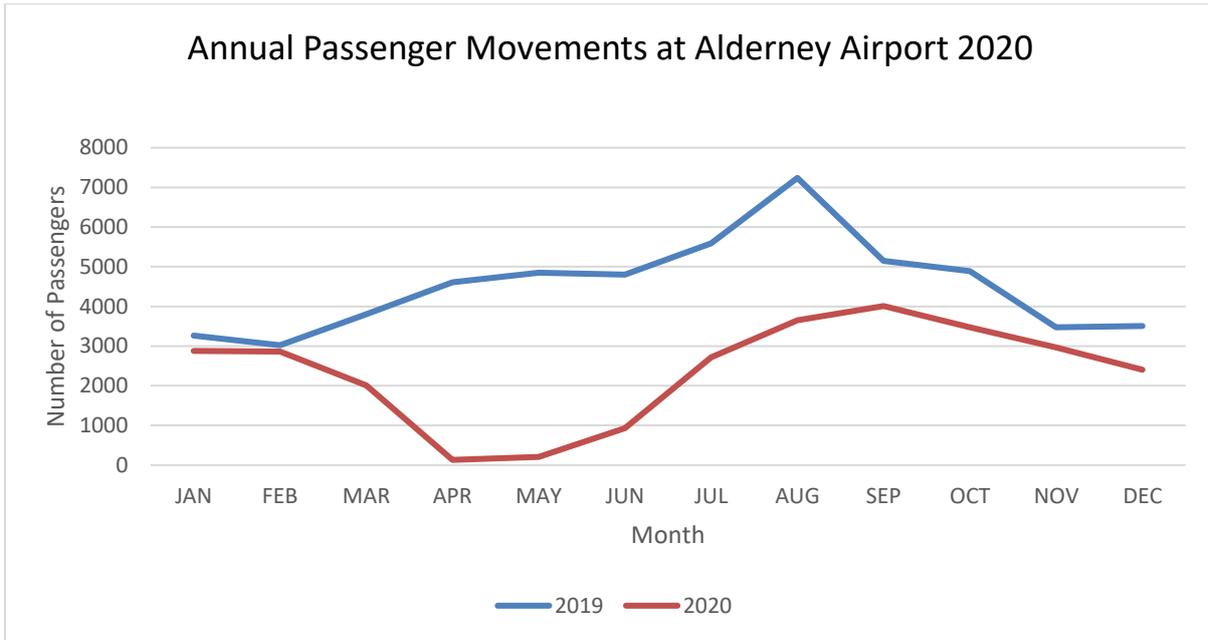
## 4.2. Passenger Movements - Alderney Airport

24,190 passenger movements (commercial and charter) were recorded in Alderney during 2020, compared with 53,792 in 2019. Aurigny uses two Dornier NG aircraft to operate all commercial services out of the island.

24,190 passengers travelled on the Guernsey – Alderney route, and 3,021 passengers used the Alderney to Southampton route until it was suspended at the end of March 2020 due to the COVID-19 pandemic. All passengers had to travel to and from Guernsey to connect to and from Southampton following this route suspension.

Once the Bailiwick exited the first phase of lockdown in June 2020, the limited options to travel elsewhere without quarantine restrictions resulted in more Bailiwick residents taking the opportunity to travel to Alderney. Aurigny put on extra flights to cope with the unexpected demand for ‘staycation’ flights and breaks. Guernsey Airport was delighted to see renewed local interest in flying to the island. Compared to 2019 figures, the numbers of passengers travelling to the island on the Guernsey and Southampton routes, still realised an overall reduction, especially during the lockdown periods.





Source: Alderney Airport

### 4.3. Route Analysis – Guernsey Airport

Prior to its collapse in March 2020, Flybe was an important partner for Guernsey offering connectivity to Exeter, Birmingham and London Heathrow. Blue Islands and Aurigny stepped in to rescue stranded passengers in the aftermath of the airline’s closure and planned to take up a number of its routes, once lockdown restrictions were lifted.



As the COVID-19 pandemic began to impact global air travel, and in the Bailiwick most of the scheduled services by local carriers were suspended. Simply put, demand for those services evaporated overnight.

Aurigny did provide lifeline routes into Southampton and Alderney, albeit on a reduced frequency. Once the 2020 lockdowns were lifted there was some restoration of schedules by both Aurigny and Blue Islands, but the network of route destinations was significantly depleted for the remainder of 2020.



Following discussion with the States of Guernsey and the Isle of Man government in July 2020, an air bridge was opened between the two islands. Both jurisdictions had very similar measures in place for border controls from other locations, with robust testing and contact tracing capabilities for COVID-19. Aurigny and the airports in Guernsey and the Isle of Man also worked together to ensure the air bridge could be operated quickly. The air bridge was a success with both islands but due to a resurgence of COVID-19 the air bridge was suspended in October 2020.

Blue Islands operated 'business tunnel' Guernsey – Jersey flights as lockdown restrictions permitted. The airline launched a codeshare agreement with Scottish airline Loganair to link up with its Southampton network and travel on one ticket for both carrier's networks was enabled.

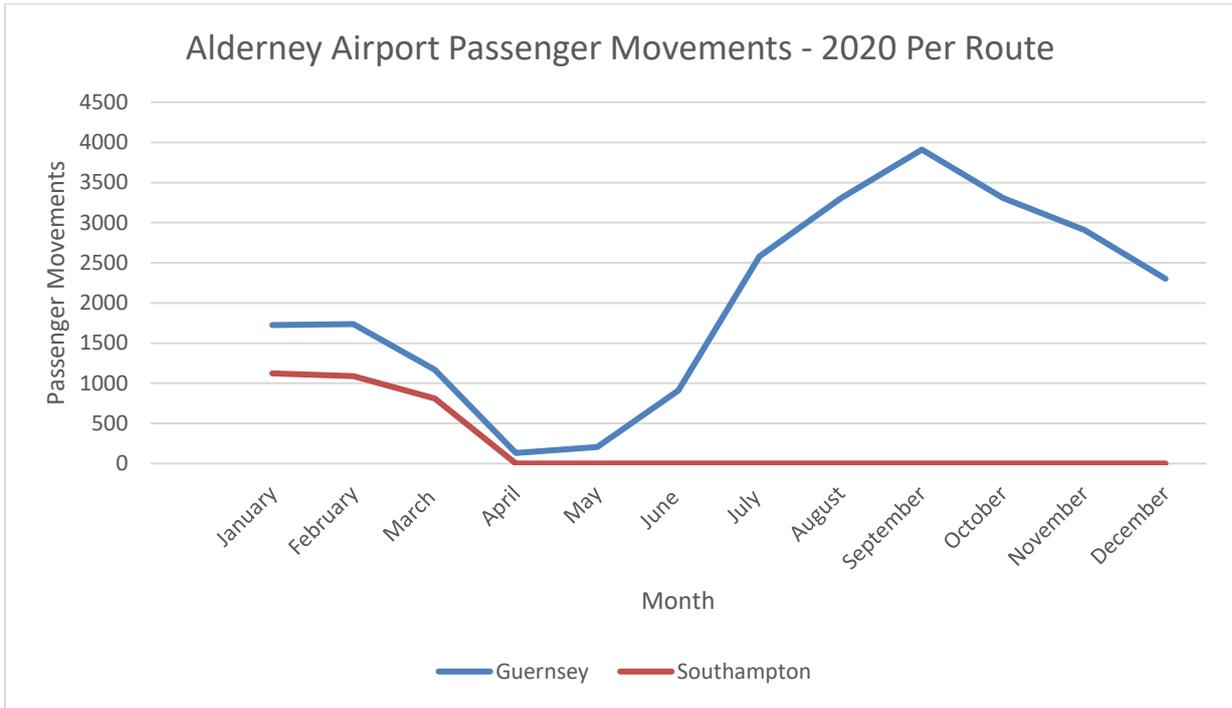
Due to the COVID-19 pandemic there were no directly operated flights from Loganair or Eurowings from continental Europe during the 2020 summer season.



#### 4.4. Route Analysis – Alderney Airport

Aurigny continued operating its two routes Guernsey and Southampton into and out of Alderney, and this was unchanged in 2020. Due to the COVID-19 pandemic, the direct Alderney – Southampton route temporarily ceased from March 2020. As a result, all Alderney passengers who needed to go to the UK and vice versa had to transfer to and from Guernsey, where they were able to undertake testing on arrival.





Source: Alderney Airport.

Despite the challenges on access to and from Alderney, there was some degree of certainty for these routes with the announcement in late 2020 that the States of Guernsey’s Policy and Resources Committee and Aurigny were working towards a new five-year Public Service Obligation agreement on the Alderney routes. The arrangements to finalise a five-year arrangement between the two parties with a target of £2 million per annum payment paid by the States of Guernsey to support the routes, was well advanced by year end.

The contract will give Aurigny flexibility to revise schedules and fares in line with demand and to meet financial targets. Subject to demand there is scope for Aurigny to operate two rotations each day between Alderney and Southampton and up to four rotations per day between Guernsey and Alderney. The new contract will ensure continuity of the patient transfer service for Alderney residents requiring health care in Guernsey and a Service Level Agreement will be put in place in order to support the meeting and assessment of performance standards on the routes between the two parties.

#### 4.5. Aircraft Movements – Guernsey Airport

14,726 aircraft movements were recorded in 2020 at Guernsey Airport. This represents a 59% decrease compared to 2019’s figure of 36,600. In 2020, 8,024 commercial aircraft movements were recorded Non-Commercial aircraft movements in 2020 were 4,854.

Due to COVID-19 pandemic, a severe reduction in movements of commercial and general aviation traffic occurred. Locally based general aviation in Guernsey and Alderney was restricted to flying in Bailiwick air space for much of the year. For a time after the 2020 lockdown such aircraft were allowed, with prior permission to perform ‘touch and goes’ in Jersey. Nevertheless, aircraft access to other overseas destinations was restricted and will have impacted on the 2020 flight movement figures.

#### **4.6. Aircraft Movements – Alderney Airport**

3,991 aircraft movements were recorded over in 2020. This represents an 54% drop compared to 2019 total of 8,733. Of this total, 2,299 movements were by commercial aircraft, the balance represented private aircraft movements. 58% of Alderney Airport’s aircraft movements in 2020 were commercial traffic compared to 42% of non-commercial aircraft. Movements did recover from Guernsey for commercial and general aviation, but the sector did suffer from the 2020 lockdown and further restrictions on aircraft use.



## Chapter 5 - Financial

### 5.1. Financial Performance – Guernsey Airport

Guernsey Airport's income in 2020 was £4.2million compared to a budgeted £13.3 million.

Expenditure at Guernsey Airport in 2020 was £13.3million, compared to 2019's figure of £13.5million.

Capital Expenditure at Guernsey Airport was £714k in 2020 compared to £652k in 2019.

A link to Guernsey Airport's Published Trading Accounts is attached as Appendix 2 to this annual report, and a copy of the accounts is published on the States of Guernsey's website.

### 5.2. Financial Performance – Alderney Airport

£254k was allocated to Alderney Airport as part of the States of Guernsey COVID-19 response.

Expenditure at Alderney Airport in 2020 was £1.2million, compared to 2019's figure of £989,000.

Capital Expenditure at Alderney Airport was £211,000 in 2020 compared to £98,000 in 2019.

# Chapter 6 - Safety, Quality, Environment and Security

## 6.1. Safety Management

Guernsey and Alderney Airports continue to operate a safety and security management system that has been in place since 2010. The management system continues to mature and develop following internal and external reviews by the airport's regulators.

Extensive safety related activities were completed during 2020 which included:

- Safety occurrence reporting and investigations.
- Internal and business partner audit programme.
- Just culture promotion activities and physical and online training.
- Safety training including online delivery.
- Internal and external safety meetings hosted online when required.
- Safety promotional activities.

Guernsey Airport's Safety, Security and Quality Review Board meets at the start of each calendar year. The Board sets and monitors, the annual safety performance indicators that are referenced in chapter 10.

## 6.2. Quality Management

Guernsey and Alderney Airport's digital transition to our online compliance system Centrik continued throughout 2020. Centrik is an online-based application that allows reporting, monitoring, and compliance of safety related issues, documentation policies and procedures. The system proved very effective during recent external audit with the airport's regulators. Centrik can be used at a PC or using electronic handheld tablet or mobile devices.

## 6.3. Environment Management

Guernsey Airport continues to closely monitor its impact upon its neighbours and the Island community more widely. A set of key performance indicators are set each year and are covered later in this report. Key areas of focus include:

- Number of noise complaints.
- Number of triggered noise alerts that exceed 70 dB(A) in one hour.

- Total Annual Electricity Consumption (MWh).

## 6.4. Security Management

The challenges of the COVID-19 pandemic meant that staff had to wear enhanced PPE whilst processing passengers for screening in the lead up and just after lifting of lockdown in 2020. Business as usual was maintained with the core focus remaining.

- Continuing to ensure compliance with relevant aviation security legislation and best practice.
- Protecting all users, the facilities and infrastructure of both airports.
- Ensuring a robust regime of audit, inspection and testing of security measures and procedures were maintained.

Training and development of security staff for Guernsey Airport's new Hold Baggage System, which the States of Guernsey Assembly approved in June 2020 is now well underway.

Security awareness campaigns remained a priority through 2020 with the ongoing threat level remaining at 'Severe'.

## 6.5. Safe Drone Campaign

Guernsey Ports launched a new campaign to alert users of Unmanned Aircraft Systems (UAS), commonly known as drones, of the locations where they can be safely flown within the Bailiwick without conflicting with Guernsey and Alderney airport and Guernsey maritime operations.



Guernsey Ports issued a comprehensive guidance handbook for prospective drone operators on what their responsibilities are, suitable locations in the Bailiwick, and when to seek the required permissions from the relevant organisations and regulators.

The campaign is fully supported by the Office of the Director of Civil Aviation for the Channel Islands (the DCA) and Guernsey Harbours. A requirement was introduced to seek the prior permission of Guernsey Harbours if any flying is to take place in the Guernsey Vessel Traffic Service Zone and Harbours estate and properties in St Peter Port and St Sampson's Harbour's.

Guernsey Ports' updated guidance, which includes the areas where prior permission to fly drones is required, can be viewed on the following web page: [www.airport.gg/drones](http://www.airport.gg/drones)

In other parts of Guernsey, particularly land administered by the Vale Commons Council, the use of UAS and model aircraft are prohibited by laws that are applicable for the area. Drone flights operated on land are also prohibited in Sark by the island's government, and various restrictions are in place if UAS devices originate from a vessel on water near Sark.

## **6.6. Guernsey Airport Fire and Rescue Service visit to the Isle of Man**

In September 2020, Guernsey Airport's Fire and Rescue service developed excellent relationships with their Isle of Man Airport counterparts whilst carrying out the respected training and validation needs of both airport fire services' during the COVID-19 pandemic.



A group of Guernsey Airport firefighters took advantage of the airbridge to complete their training in the Isle of Man and enabled them to revalidate their airport fire service skills through the International Fire Training Centre (IFTC). Revalidation is an important part of the training and development of airport firefighters and is a chance to apply skills already learnt but also adapt to the latest new techniques and best practice in dealing with aviation incidents.

The IFTC is based at Teesside International Airport and is usually used by Guernsey and Isle of Man Airports to train and revalidate firefighters. Due to the self-isolation requirements of Guernsey and Isle of Man, visiting the IFTC would have been very difficult.

## **6.7. Angloco Fire Appliances**

Guernsey Airport selected British company Angloco to provide vehicles and appliances for its ongoing aviation firefighting needs following a competitive tendering process.



One 6x6 appliance and one 4x4 vehicle, which is now in service have been procured by Guernsey Airport as part of our rolling programme of vehicle fleet renewal for the Airport Fire and Rescue Service in future years.

Angloco has manufactured firefighting vehicles that are already in service at Alderney Airport. By moving to Angloco, this will deliver synergies, streamline ongoing training needs and promote future inter-operability between both Airport Fire Services.

Both fire appliances will comply with the latest equipment requirement in line with the latest airport firefighting standards set by Civil Aviation Authority (CAA) and the International Civil Aviation Organization (ICAO).

## 6.8 Environmental Offsetting Project

Guernsey Airport had previously funded habitat restoration at Icart Headland, with funding from its Airport Pavements Project to provide environmental offsetting as a result of removal of some agricultural land at the western end of the runway. This habitat was restored in 2018.



Picture: La Société Guernesiaise

In 2020 a variety of wildflower species has been established at the site. Bluebells, red campion, sea campion, foxgloves, sheep's bit and ox-eye daisy. The South coast cliffs of Guernsey are designated as a Site of Special Significance (SSS) due to its important flora, which provide a source of food for insects, and in turn, insect eating birds and bats. This project presented a fantastic and rare opportunity to reinstate an area of Guernsey's declining dry grassland habitat which supports a wide range of plants, insects and birds.

## Chapter 7 - Project Updates

### 7.1. COVID-19

Throughout the start of 2020, there was rising concern about the impact of COVID-19. The pandemic has completely changed the aviation and the wider transport sectors globally, across the UK and in the Bailiwick.



Passenger numbers from 2019, themselves the highest in the previous decade, fell dramatically in 2020, particularly as a result of the islands restricting travel through the borders as a means of containing the pandemic. This was most pronounced from March 2020 after the introduction of the first lockdown measures by the States of Guernsey's Civil Contingencies Authority (CCA) in late March 2020. The 2020 lockdown saw airport terminal opening hours and operational hours reduce, to match the decline in commercial and general aviation air traffic movements.

The global aviation sector experienced a dramatic contraction in activity and airports have suffered with a contraction in passenger demand. This included mothballing terminals, reducing operating hours, reducing staffing levels through redundancy or furlough.

With the impacts of the pandemic ongoing and a vaccine rollout programme continuing, Guernsey Airport considers any sort of recovery in passenger numbers will take time. Latest forecasts indicate that the impacts are unlikely to be reversed until 2023 earliest.

## **7.2. Airport COVID-19 Testing Centre**

Guernsey Ports staff were heavily involved in the construction of testing facilities at Guernsey Airport in the landside arrivals concourse. The facility was commissioned to enable travellers from outside the Bailiwick to take self-test samples for COVID-19 at the airport on arrival, rather than at a separate facility later. The facility contains self-testing booths for individual passengers, family groups and those with reduced mobility.



The Ports worked with a range of States of Guernsey Committees, third-party service providers and private contractors in order to construct and test the facility quickly. A dedicated team help passengers on arrival with their self-testing requirements for COVID-19 prior to entering legal self-isolation in the Bailiwick. As of the end of 2020 the facility continues to be relied upon as an important safeguard to the island population.



### **7.3. Maintenance**

Whilst the pandemic caused a reduction in aviation and flying activity, maintenance teams at both airports had the rare opportunity to carry out complex tasks that in pre-pandemic conditions were not able to be completed during normal operating hours or would have required night working which is disruptive and costly. The Electrical and Building Services, Air Traffic Engineering, Airport Operations and Airport Fire and Rescue Service teams were deployed on numerous special duties and tasks to ensure maintenance was carried out in preparation for the eventual return of commercial and passenger services.



### **7.4. Alderney Airport Runway Rehabilitation**

During 2020, strong interest was registered by several specialist contractors in the first round of market testing of plans to reconstruct Alderney Airport’s main asphalt runway. The States of Guernsey Assembly agreed the preferred option for refurbishing the island’s runway in 2019.

That initial approval covered funding to develop the site investigations, preliminary and detailed designs to widen and refurbish the main asphalt runway, taxiway and apron and to manage the selection of a shortlist of experienced airfield contractors which, despite the pandemic, progressed after an initial pause.



Global infrastructure firm AECOM is helping the project team to validate the appropriate designs and preferred scheme of works to rehabilitate the asphalt runway, apron and taxiway.

Any final designs will also need regulatory approval from the Office of the Director of Civil Aviation for the Channel Islands (the DCA), ahead of formal application and final designs. Preliminary discussions between airport staff and the UK Civil Aviation Authority (CAA) held at the beginning of 2020 were positive.

## 7.5. Hold Baggage System (HBS) Project

In June 2020, the States Assembly approved proposals from the States' Trading Supervisory Board to upgrade Guernsey Airport's Hold Baggage System. The installation of 1 in-gauge and 1 out-of-gauge Hold Baggage machine (similar to that pictured above) will ensure resilience in the hold baggage system. This capital investment by the States of Guernsey will ensure the future ongoing security requirements for hold baggage screening are maintained well into the future for passengers travelling outside of Guernsey Airport.



Picture: Rapiscan.

Work has already been taking place in the detailed planning and preparation for the installation of the HBS machines and the required facilities the system requires. It's expected that site work will start in 2021 and the entire phase of stage one is due to be completed by late 2021. Further investigation work is being carried out for stage two of the project which will investigate the potential to extend the existing baggage hall to facilitate greater throughput of hold bags within the system.

## 7.6. Operation Jingle Bells

Staff worked hard to process the higher than normal numbers of students who were returning home from university or college for the Christmas 2020 holidays. Working with several States of Guernsey Committee's and service areas, frontline staff took part in welcoming back students from the UK and further afield back to the Bailiwick for the holiday season. The plan 'Operation Jingle Bells' was a huge success and enabled local students to safely return to the island and to self-isolate in time for Christmas.

## 7.7. Military Training



Guernsey Airport has always accommodated training requests from the UK Royal Air Force and other NATO air forces for their pilots and crew to practice the challenging conditions and procedures that Guernsey Airport can offer. During the COVID-19 pandemic, there was a marked increase in the range and frequency of military aircraft, mainly from the Royal Air Force undertaking training exercises for pilots and air crew. The RAF mainly used its A400M, C-130J and C-17 aircraft based at RAF Brize Norton. These flights were extremely valuable in helping to maintain the operational competence of our staff, who were used to handling much higher air traffic volumes, decimated by the impacts of COVID-19.

During 2020, the RAF used a range of airports across the British Isles to ensure its squadrons can operate anywhere across the globe. This coupled with the downturn in commercial aviation in the British Isles resulted in a greater choice of airfields for the RAF to choose from to carry out their training and development programme.

History was made at Guernsey Airport on 4 November 2020 as the largest ever aircraft in terms of wingspan and weight made a successful landing and take-off from Guernsey Airport: an RAF C-17 Globemaster transporter aircraft from 99 Squadron based at RAF Brize Norton.



Picture: Chris George

Whilst on the ground it performed a series of exercises which even saw the aircraft taxi down the runway in reverse! The event attracted numerous spectators along the airport perimeter, media, and social media interest. Guernsey Airport is keen to build the relationship with the RAF, as local air space and landing conditions can provide a challenging training environment for its pilots and air crew but also enables our air traffic controllers and other key operational teams to maintain their skillsets and certification.



Picture: Chris George

Guernsey Airport also hosted RAF military helicopter training the RAF Chinook Helicopter based at RAF Odiham in the UK. The Chinook helicopter has been in service with the RAF since 1980. Its current mission is to provide rapid mobility world-wide in support of the RAF on operations. Throughout its 40 years of service the Chinook has made an immeasurable contribution to the RAF, supporting communities across the UK and operating in every major conflict since the Falklands War.



### **7.8. Aviation Action #runtherunways**

Guernsey Airport staff and business partners (Aurigny, Aiglle Flight Support, ASG, Blue Islands, G4S, Guernsey Aero Club, Guernsey Airport Duty Free and Channel Islands Air Search) ran or supported the run of the 1,583-metre distance of the runway for the national charity Aviation Action which took place in December 2020. The charity is established to help those involved in the aviation industry who have been affected by the impacts of COVID-19.



Picture: The Drone Ranger

51 people who work at Guernsey Airport in a range of internal departments and external business partners carried out the charity's Run the Runways challenge and raised £550 during the Bailiwick bubble, which was in place at the time. Guernsey Airport was able to host a larger gathering of people unlike UK airports, and there were sufficient gaps in commercial flight schedules to accommodate this type of event on the runway.



Throughout the month of December 2020, those taking part in the challenge ran the various lengths of the runways and airports taking part from Barra in Scotland to Land's End to London Gatwick on each day raising money for the charity. Guernsey Airport is proud to continue to support the ongoing work of Aviation Action.

## Chapter 8 - Consultation and Feedback

### 8.1. Airport Consultative Committee

The Airport Consultative Committee was formed in 2005 and meets quarterly under an independent Chair to discuss all aspects of the Guernsey and Alderney Airport operations, focussing primarily on strategic matters.

The Committee comprises senior representatives of all the Airports key customers and tenants; including airlines, handling agents, service-delivery organisations, general and business aviation representatives and law enforcement agencies.

The Committee met twice in 2020, with the COVID-19 pandemic impacting the Committee's work. However, its agenda and discussions over the last year covered a wide range of topics, including:

- COVID-19 pandemic management and recovery.
- Managing the impact of legal restrictions to travel caused by the COVID-19 pandemic.
- Route performance monitoring and review.
- Promotion of general aviation locally at both airports once the 2020 lockdown was lifted.
- Contribution towards Guernsey Airport Master Planning exercise.
- Debrief on snow clearance activities at Guernsey and Alderney Airport.
- Technological updates on navigational aids.
- Approval of the annual Air Navigation Services Annual Plan.

The Committee provides a valuable check and balance on the activities of Guernsey and Alderney Airport, holds its management and officers to account and provides all our key stakeholders with an opportunity to challenge and direct the work planned and subsequently undertaken.

The benefit of an independent Chairman should not be underestimated as it further enhances direction and follow up work arising from the regular Committee meetings.

## Chapter 9 - Human Resources

Recruitment to vacant posts has been suspended for most of 2020, as was all but essential overtime. Existing staff have had to respond to continued staff shortages in some areas of the business as the recruitment freeze has persisted to reduce costs.

The Team has taken advantage of reduced activity at the Ports to undertake additional maintenance in areas normally operational or in passenger use.

The work has used in-house expertise whenever possible. In addition, Ports staff have been working closely with the COVID-19 response team to manage aspects of the island's response, including management of port-related essential worker permits, construction of COVID-19 testing facilities at the Harbour and more general input on changes to the lockdown strategy.

Prior to the COVID-19 pandemic, the Ports decided to reorganise its Senior Leadership responsibilities in order to continue the work on pan-Ports working. The posts of Chief Operations Officer and Chief Commercial and Infrastructure Officer were created and filled in 2020 to develop a pan-ports approach to our Operational and Commercial and Infrastructure teams at Guernsey Harbours and Guernsey and Alderney Airports.

Operational, Administration, and Support staff numbers at Guernsey Airport increased by one post in 2020 with 122 full time employees compared to 2019's figure of 121.

## Chapter 10 - Key Performance Indicators

Key performance indicators are set and reviewed on an annual basis. The key performance indicators are divided into the categories of capacity, environmental, safety, delays and cost efficiency. The data covers Guernsey Airport only.

### 10.1. Capacity

Performance Indicator	2020 Actual	Target	2019 Actual
Peak Runway Utilisation (Highest number of recorded movements on a calendar day)	124	>150	175
Average Runway Utilisation (movements per day) (total movements/366 days)	40	>90	100
Total aircraft movements as a % of minimum annual flow control capacity (total movements as a % of 10 per hour x 14.5hrs x 366 days)	27.58%	>65%	72%

### 10.2. Environment

Performance Indicator	2020 Actual	Target	2019 Actual
Number of noise complaints	11	<20	24
Number of triggered noise alerts that exceed 70 dB(A) in one hour	Not Available	<10	11
Total annual electricity consumption (MWh)	2,345.9	<3,000	2,740

### 10.3. Safety

Performance Indicator	2020 Actual	Target	2019 Actual
Total Mandatory Occurrence Reports (MORs) submitted	86	>50	199
Number of full emergencies	1	<20	4
Number of local standbys	7	<20	16
Number ground incidents	2	<10	0
Number runway incursions	0	<5	2
Number unauthorised obstructions	5	<5	3
Confirmed bird strikes	13	<10	49

Performance Indicator	2020 Actual	Target	2019 Actual
Drones reported in restricted airspace	2	<5	2
Laser attacks	2	<5	0

#### 10.4. Delays

Performance Indicator	2020 Actual	Target	2019 Actual
Percentage of qualifying departing flights operating within 15 minutes of scheduled time	83.68%	>70%	72%

#### 10.5. Cost Efficiency

Performance Indicator	2020 Actual	Target	2019 Actual
Operating Cost per passenger movement (£ Total income / Total No of Pax)	£22.61	<£15.00	£15.36
Navigational Services cost per passenger movement (£ Total cost of Nav Services / Total No of Pax)	£22.27	<£7.50	£4.90
Cost of Navigation Services as a % of total costs (£ Total cost of Nav Services / £ Total Spending) x 100	30.9%	<50%	33.4%

## Appendix 1 – Contact Details

### Guernsey Airport

Postal Address: Guernsey Airport, Control Tower Building, Le Villiaze, Forest, Guernsey, GY8 0DS

Tel: +44 (0)1481 227766

E-Mail: [airport@gov.gg](mailto:airport@gov.gg)

Web: [www.airport.gg](http://www.airport.gg)

### Alderney Airport

Postal Address: Alderney Airport, Le Grand Val, Alderney, GY9 3AA

## Appendix 2 – Guernsey Airport Accounts

The 2020 published accounts for Guernsey Ports (including Harbours and Airports) can be viewed online at:

<https://gov.gg/article/183783/Ports-Accounts-2020>

## Appendix 3 – Passengers by Route and Month 2020 – Guernsey Airport

Airport	JAN.	FEB.	MAR.	APR.	MAY.	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.	TOTAL	2019	Change	%	
Birmingham	1,697	1,951	496	-	-	-	-	-	-	-	-	-	4,144	28,664	-	24,520	-85.54
Bournemouth	-	1	-	-	-	-	2	12	-	11	11	16	53	312	-	259	-83.01
Bristol	1,194	1247	873	-	2	-	-	-	-	-	8	28	3,352	23,461	-	20,109	-85.71
Cardiff	-	-	-	-	-	-	-	2	-	-	-	-	2	5	-	3	-60
East Midlands	813	996	638	-	12	-	-	-	-	-	-	43	2,502	19,316	-	16,814	-87.05
Exeter	1,395	1543	451	-	-	-	-	-	-	-	-	30	3,419	30,271	-	26,852	-88.71
London Gatwick	18,564	20783	11,747	60	-	-	-	-	-	153	41	807	52,155	310,040	-	257,885	-83.18
Isle Of Man	-	-	-	-	-	-	711	4,690	1,945	815	-	-	8,161	-	-	8,161	N/A
London Heathrow	2,650	2457	336	-	-	-	-	-	-	-	-	-	5,443	27,644	-	22,201	-80.31
London Southend	822	-	-	-	-	-	-	-	-	-	-	-	822	14,195	-	13,373	-94.21
Liverpool	-	-	-	-	-	-	-	-	-	-	-	-	-	3,126	-	3,126	-100
Leeds/Bradford	-	-	-	-	-	-	2	2	2	-	-	-	6	4,357	-	4,351	-99.86
Manchester	3,785	3828	2,489	-	3	-	-	2	95	-	-	116	10,318	65,339	-	55,021	-84.21
Newquay	-	-	-	-	-	-	-	-	-	-	-	-	-	478	-	478	-100
Norwich	-	-	-	-	-	-	-	-	-	-	-	-	-	1,279	-	1,279	-100
Southampton	9,564	10701	5,829	452	834	1,646	2,577	2,741	4,225	2,653	2,010	1,966	45,198	14,8202	-	103,004	-69.5
London Stansted	1,248	1085	648	-	-	-	-	-	-	-	-	-	2,981	23,370	-	20,389	-87.24
Other UK	134	75	51	1	3	4	20	10	26	34	8	11	377	3,899	-	3,522	-90.33
London City	0	0	4	-	-	-	-	0	-	-	-	-	4	23	-	19	-82.61
<b>UK Total</b>	<b>41866</b>	<b>44667</b>	<b>23562</b>	<b>513</b>	<b>854</b>	<b>1650</b>	<b>3312</b>	<b>7,459</b>	<b>6,293</b>	<b>3,666</b>	<b>2,078</b>	<b>3,017</b>	<b>138,937</b>	<b>70,3981</b>	-	<b>565,044</b>	<b>-80.26</b>
Guernsey	-	-	-	-	-	7	3	-	-	-	-	378	388	108	-	280	259.26
Alderney	1743	1774	1,207	133	223	927	2,708	3,647	4,023	3,470	2,961	2,399	25,215	29637	-	4,422	-14.92
Jersey	7274	8807	3,606	-	-	-	4	91	113	100	39	3	20,037	115,675	-	95,638	-82.68
<b>CI Total</b>	<b>9017</b>	<b>10581</b>	<b>4813</b>	<b>133</b>	<b>223</b>	<b>934</b>	<b>2715</b>	<b>3,738</b>	<b>4,136</b>	<b>3,570</b>	<b>3,000</b>	<b>2,780</b>	<b>45,640</b>	<b>145,420</b>	-	<b>99,780</b>	<b>-68.62</b>
Dinard	-	-	-	-	-	-	-	-	-	-	-	-	-	27	-	27	-100
Geneva	2	19	-	-	-	-	-	-	4	-	-	1	26	47	-	21	-44.68
Grenoble	-	-	-	-	-	-	-	-	-	-	-	-	-	145	-	145	-100
Zurich	-	10	-	-	-	-	-	-	-	-	-	-	10	829	-	819	-98.79
Dublin	-	1	-	-	-	-	-	-	-	-	-	-	1	26	-	25	-96.15
Duesseldorf	-	-	-	-	-	-	-	-	-	-	-	-	-	2,854	-	2,854	-100
Rotterdam	-	3	-	-	-	-	-	-	-	-	-	-	3	1,665	-	1,662	-99.82

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Other Int'l	199	736	79	1	-	8	11	6	12	6	8	24	1,090	3,236	-	2,146	-66.32
<b>Int'l Total</b>	201	769	79	1	0	8	11	6	16	6	8	25	1,130	8,829	-	7,699	-87.2
<b>Total</b>	<b>51,084</b>	<b>56,017</b>	<b>28,454</b>	<b>647</b>	<b>1,077</b>	<b>2,592</b>	<b>6,038</b>	<b>11,203</b>	<b>10,445</b>	<b>7,242</b>	<b>5,086</b>	<b>5,822</b>	<b>185,707</b>	<b>858,230</b>	-	<b>672,523</b>	-78.36
2019	49,672	51,387	61,373	67,575	77,229	81,340	87,550	91,208	83,982	75,483	66,933	64,498					
<b>CHANGE</b>	<b>1,412</b>	<b>4,630</b>	<b>-32,919</b>	<b>-66,928</b>	<b>-76,152</b>	<b>-78,748</b>	<b>-81,512</b>	<b>-80,005</b>	<b>-73,537</b>	<b>-68,241</b>	<b>-61,847</b>	<b>-58,676</b>					
<b>%</b>	<b>2.84</b>	<b>9.01</b>	<b>-53.64</b>	<b>-99.04</b>	<b>-98.61</b>	<b>-96.81</b>	<b>-93.1</b>	<b>-87.72</b>	<b>-87.56</b>	<b>-90.41</b>	<b>-92.4</b>	<b>-90.97</b>					

## Appendix 3 – Passengers by Route and Month 2020 – Alderney Airport

Month	Guernsey	Southampton
January	1,724	1,123
February	1,736	1,089
March	1,169	809
April	131	0
May	205	0
June	911	0
July	2,581	0
August	3,303	0
September	3,910	0
October	3,308	0
November	2,909	0
December	2,303	0
<b>Total</b>	<b>24,190</b>	<b>3,021</b>

Source: Alderney Airport. Includes commercial and chartered passenger services.