







## Bristol Airport

Bristol Airport processed over 5.9 million passengers in 2012, making it the ninth busiest in the United Kingdom and the largest in the Southwest. Working with major carriers including KLM, Air France, easyJet and Ryanair, Bristol Airport is one of the fastest growing airports in the UK over the last decade.

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With such a high volume of passengers passing through the airport, it is important to ensure that the customer journey from entry to exit is not just efficient, but also as safe as possible.

Tensator® has a long history of supplying queue management solutions for airports across the world. Having worked with Bristol Airport for a number of years, Tensator® systems can be found throughout the airport's passenger journey, including over 400 Tensabarriers®, a call forward system and three Virtual Assistants.

When the team at Bristol Airport were looking to upgrade the security barriers in the central search area in order to comply with new security regulations, Tensator® was on hand to provided specialist advice and solutions designed to fit the needs identified.

## Keeping passengers safe and secure

The Department for Transport periodically issues guidance to the operators of airports in a document called Aviation Security Airport Development (ASIAD). The latest version of this requires airports to include internal queuing barriers that meet a new standard of blast protection.

The central search area of Bristol Airport is a dividing point where passengers transfer between landside and airside areas of the building. The barriers in this area required upgrading in order to comply with the new ASIAD guidelines.

As part of the consultancy service that Tensator® provided to the airport, Tensator® conducted a site visit to understand the specific requirements of the airport, in line with the ASIAD recommendations. As a result of the site visit, Tensator® provided 30 of its ASIAD compliant freestanding solid barrier systems, utilising existing Tensaguide technology. The barriers have been adapted to include aluminium extrusions and Micam panels.

The solution results in an anti-tamper and shatterproof panel system that helps to keep passengers safe and secure whilst making their way through the terminal building.



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## A stress-free passenger journey

Whilst the safety of passengers is at the heart of any additions to an airport, the efficiency of the customer journey and speed that individuals can move through the building should not be forgotten. The new Micam panelled barriers have no detrimental impact on the journey of passengers as they make their way through the security process, they only add extra levels of protection and security. Flying can be a stressful experience for some people, so making sure that the process of checking-in luggage and passing through security checks is as smooth as possible will keep passengers happy as they begin their travels.

Phil Holder, head of operations support at Bristol Airport commented on the success of the project:

*"Tensator® has provided us with a queuing solution to ensure that the safety of passengers remains the highest of priorities. This has to be at the forefront of our minds when making any additions to the buildings infrastructure."*

*"We are now able to offer an extra level of security to passengers by using a product that is not only practical, but that meets all of the requirements of the ASIAD guidelines."*

Kevin Hickson, general manager at Tensator®, added:

*"We have a great history of working with airports across the world. Our systems and experience have improved not only the customer journey through airports, but also the security of passengers as they arrive and depart for their flights. Passenger safety is constantly under review. Regulations and guidelines such as ASIAD ensure that cutting edge technology and systems are in place to minimise risk for everybody in the terminal building."*

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