

# WE KNOW AIRPORT PROPERTY

Managing property takes knowledge and expertise, particularly when it's based at an international airport. It takes specialist skills and understanding to ensure businesses that choose our buildings and locations get the most from them. MAG Property knows how to do this. We know airport property.





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# **WE KNOW**

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# WE KNOW AIRPORT PROPERTY

**MAG Property started life as part of the largest UK-owned airport operator. Businesses across all sectors can make the most of the knowledge and connections we've built at our four international airports: Manchester, London Stansted, East Midlands and Bournemouth.**

## **Our difference is our expertise**

We provide high-quality space in offices, terminals, hangars, warehouses and hotels. But we do much more than simply let the space. We understand the complexities of the infrastructure and services that make airports work, so we know how to help businesses based there take full advantage of them.

## **Helping businesses benefit**

Locating at one of our airports brings unique benefits in logistics, security and infrastructure. It also provides the advantages of rubbing shoulders with some world-leading businesses, at an address that gives a competitive edge. Plus, with 48.5 million passengers and 650,000 tonnes of cargo passing through every year, the commercial opportunities are considerable. Our role is to ensure our partners and occupiers make the most of their exceptional surroundings.



**WORLD-CLASS PROPERTY IS CRUCIAL TO THE SUCCESS OF OUR AIRPORTS. AS EXPERTS IN THEIR FIELD, THE MAG PROPERTY BUSINESS IS WELL PLACED TO HELP SUPPORT MAG'S FUTURE VISION AND THE LONG-TERM PROSPERITY OF THE GROUP.**

Charlie Cornish,  
CEO, MAG Group.

# WE KNOW AIRPORT PROPERTY

Successfully managing property at international airports means keeping an eye on the detail. In doing so, we can ensure our buildings are run as effectively and efficiently as possible for each of the businesses that occupy them. Our numbers are impressive:

£623M

Property assets across our four airports

1,000

Acres of development land

250

Properties in our portfolio

5.67M

Square feet of commercial property

6,000

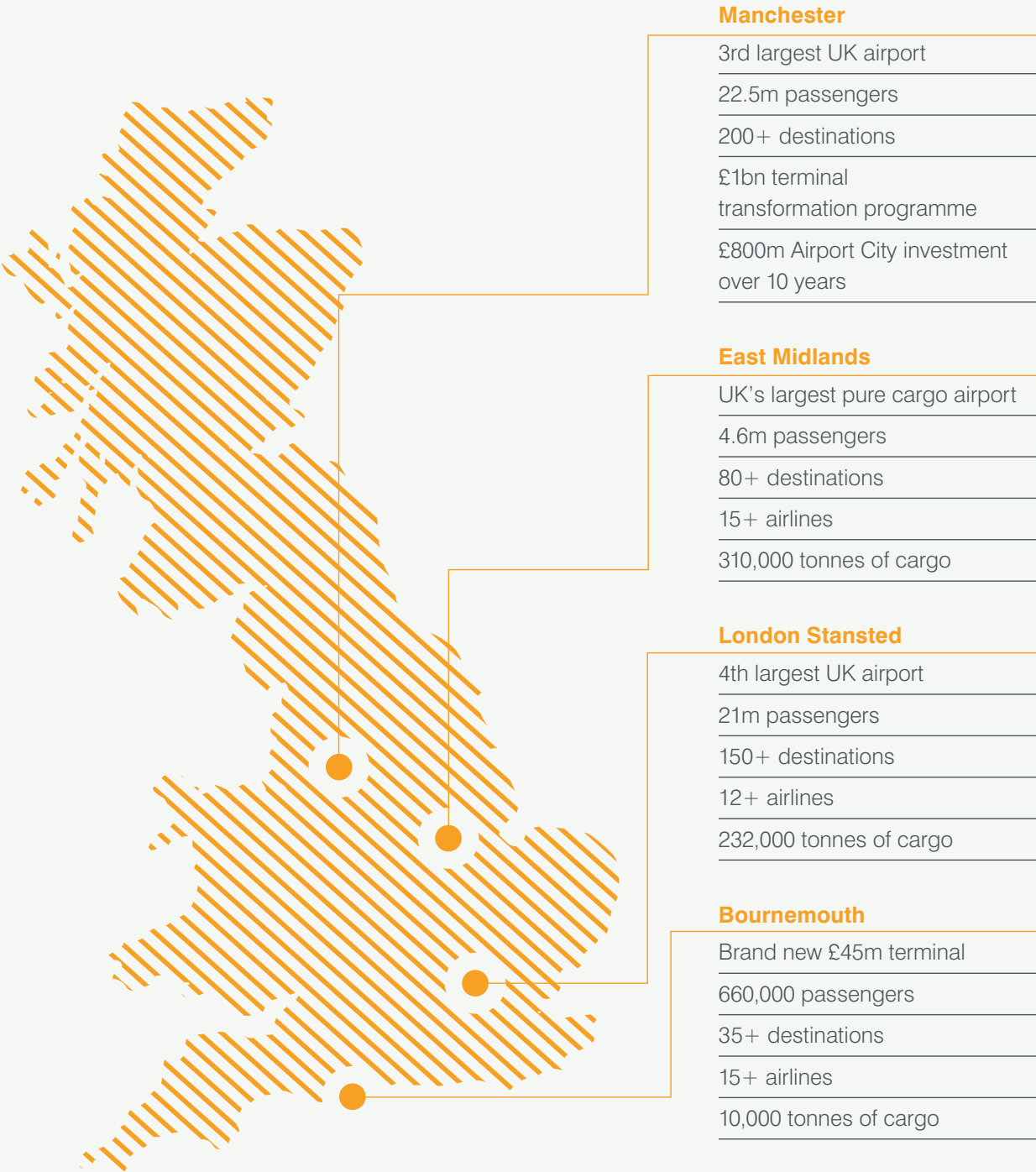
Acres of land in our ownership

1,000+

Partners and occupiers in our buildings

## Our airports by numbers

With over 50 million people within two hours' drive and serving 75% of the UK's population, our airports offer global connectivity to over 260 international destinations via more than 80 airlines.



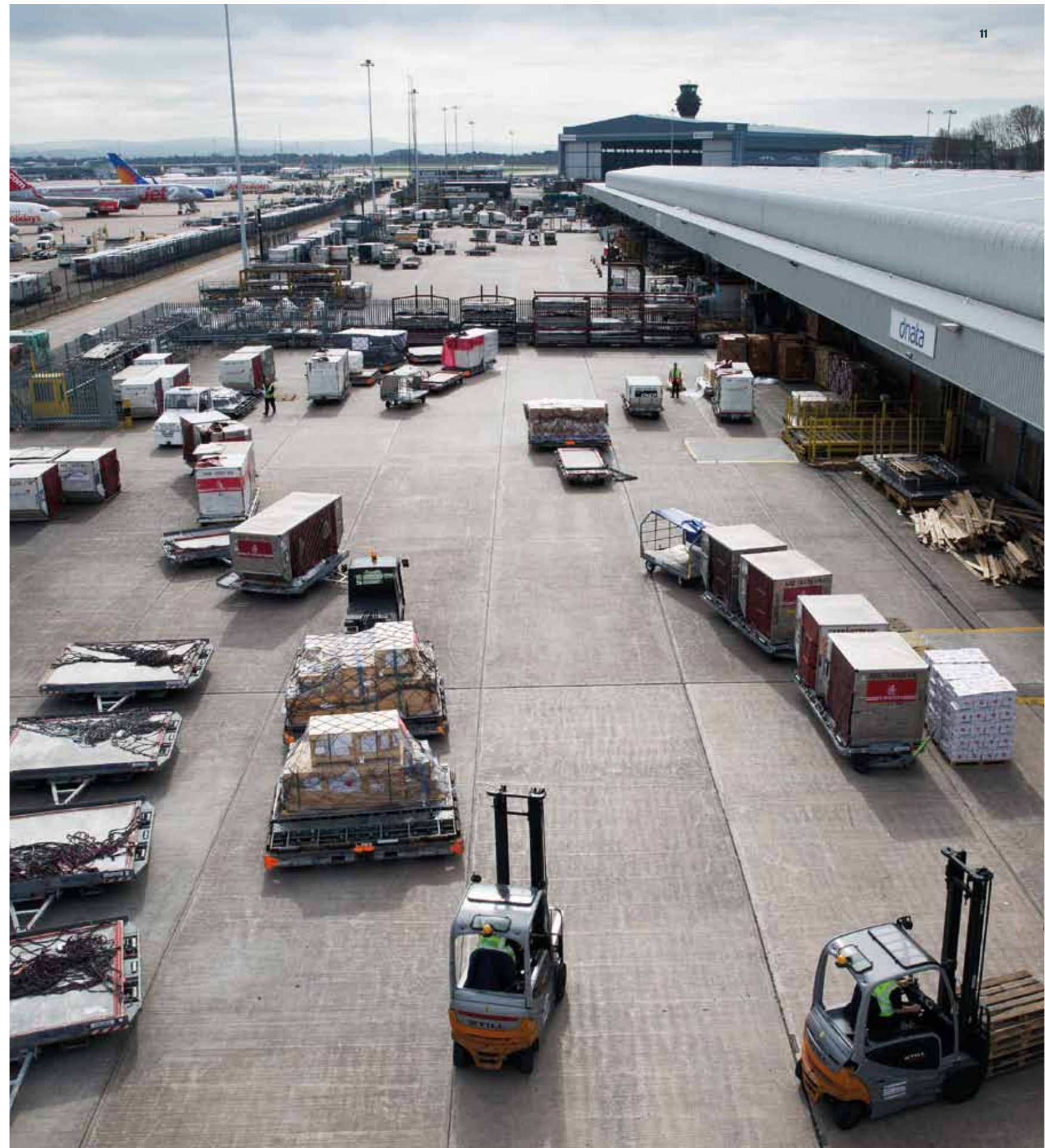


# WE ARE THE AIRPORT PROPERTY EXPERTS



**MANCHESTER AIRPORT IS  
A GREAT CHOICE FOR US.  
THE LOCATION IS CONVENIENT,  
WITH TRANSPORT LINKS  
THROUGHOUT THE UK  
AND ACROSS THE WORLD,  
AND IT'S POPULAR WITH  
STAFF DUE TO THE ON-SITE  
AMENITIES AND FACILITIES.**

Tracey Davidson,  
Regional Head,  
Handelsbanken.





# WE KNOW OUR AIRPORTS ARE GREAT LOCATIONS

After 15 years of steady growth, we offer something distinctive for businesses looking to occupy or develop space at our highly connected locations. Our property know-how, focused on the specific benefits of our airport sites, combines with excellent service. As we continue to grow, explore and innovate, the opportunities for us, our partners and occupiers, are considerable.

## We know airport property, because we know airports

MAG Property is an independent property and development business, which has grown out of its parent company, MAG, the largest UK-owned airport operator. Working as an integral part of the wider MAG Group, we have close working relationships across airport operations and external partners. We're responsible for co-ordinating all aspects of land-use, planning and major infrastructure development across the non-operational estate, as well as managing the investment property portfolio and rating on behalf of the group.

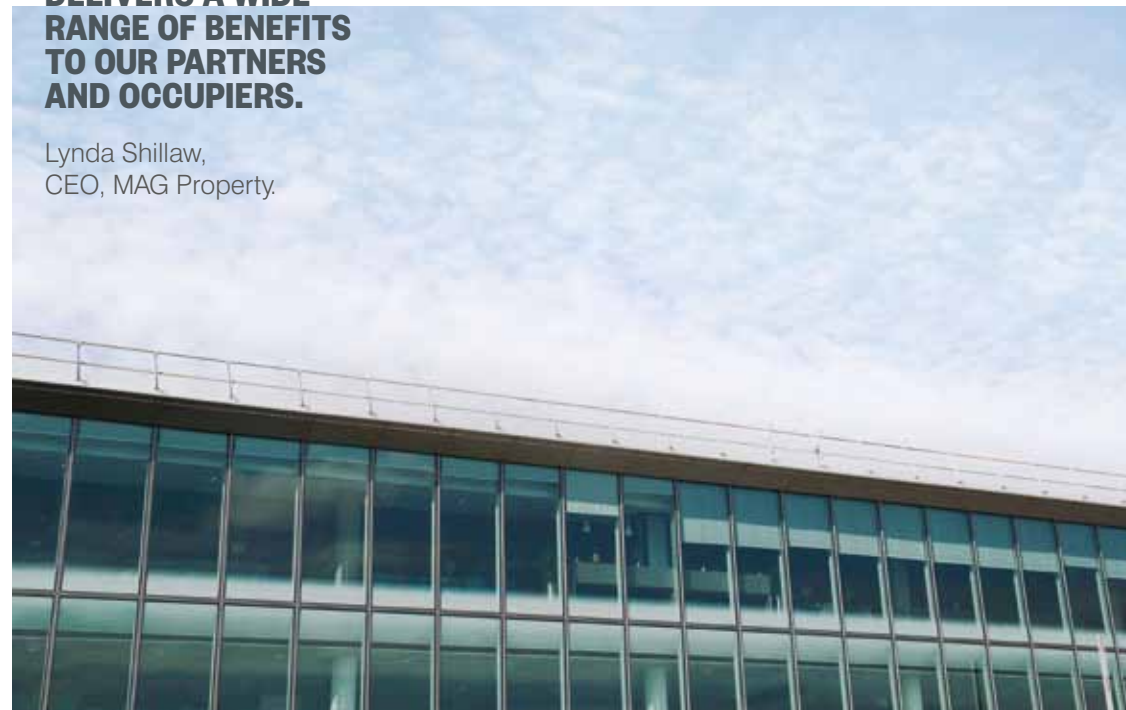
## It's more than just aviation at our airports

For businesses involved with aviation, the advantages are obvious. But our partners and occupiers come from many industries and sectors. For them, being based at one of our airports, with all its associated benefits, makes a huge difference to many aspects of their commercial operations. With us, they can take full advantage of the exceptional facilities, highly developed infrastructure and unrivalled connections our airport locations offer.



**WE UNDERSTAND  
EXACTLY HOW  
AIRPORTS WORK,  
AND THIS CREATES  
OPPORTUNITIES AND  
DELIVERS A WIDE  
RANGE OF BENEFITS  
TO OUR PARTNERS  
AND OCCUPIERS.**

Lynda Shillaw,  
CEO, MAG Property.





**WE KNOW  
HOW OUR  
LOCATIONS  
WORK**

**Our locations offer all the transport links an organisation needs. Airports create global connections between people, places and businesses. And as the airport property experts, we ensure our partners and occupiers make the most of them.**

**Well-connected in every sense**

Runway, motorway, railway. Whichever way our partners and occupiers access our locations or distribute goods and services, they're in the ideal spot, and we know how to make their prime location work for them. We've created the space, infrastructure and services to keep business moving. So their customers are happy, their suppliers are efficient, and their staff are where they need them to be.

**Great company, at a great address**

With an address at an international airport, it's clear an organisation has made a smart move. It also means they'll be in very good company. Some of the world's leading organisations are based at our airports, and association with them can help bolster reputations. Our partners and occupiers are neighbours, with plenty of opportunities to get to know each other, and to do business together.



**OPENING THE  
ETIHAD AIRWAYS  
GUEST CONTACT  
CENTRE AT  
MANCHESTER AIRPORT  
ENSURES WE'RE  
IDEALLY POSITIONED  
TO MEET THE NEEDS  
OF PASSENGERS  
THROUGHOUT  
EUROPE, FOR THE  
FORESEEABLE FUTURE.**

James Hogan,  
President & CEO,  
Etihad Airways.





# WE KNOW HOW TO MANAGE OUR PORTFOLIO

As well as being essential for supporting our partners, specialist knowledge of airport property is also vital for successfully and profitably managing our portfolio for the long-term.

**We understand the value of our assets**

By understanding the true value of our assets and the fundamentals that underpin them, we can ensure our property works as hard as possible for our occupiers, investors and our business both now and in the future.

**Adding value to our buildings and partners**

Whether it's office space, hotels, warehouses or cargo sheds, locating at an international airport brings a unique proposition and a distinctive set of benefits not available in a city centre, business park or industrial estate. We understand how these benefits affect a building's value, and how they increase its appeal for certain types of business. Using this knowledge, we match our properties with the most appropriate partners and occupiers to suit the needs of their business.



World Freight Terminal,  
Manchester Airport



**USING OUR SPECIALIST KNOWLEDGE, WE WORK WITH OUR PARTNERS AND OCCUPIERS TO FIND, AND IF NECESSARY DEVELOP, THE MOST APPROPRIATE PROPERTY FOR THEIR BUSINESS NEEDS.**

David Fowlds,  
Head of Asset Management.



**PARTNER SPOTLIGHT:  
Handelsbanken, 4M,  
Manchester Airport**

An existing MAG Property occupier since 2008, Handelsbanken doubled the size of its head office premises in 4M at Manchester Airport in 2012, taking their occupation to 14,318 sq ft. Handelsbanken specifically selected Manchester Airport as a base for expansion due to its excellent access.

"Our customers are looked after entirely by the branch in their local community. Since head offices exist only to support our branches, Manchester Airport is a great choice for us. The location is convenient with transport links throughout the UK and across the world, and it's popular with staff due to the on-site amenities and facilities."

Tracey Davidson, Regional Head of Handelsbanken, said "We're delighted with the bank's expansion here in the UK. Our customers tell us that local decision making, high standards of customer service and our long-term view towards banking for personal and business customers is why they come to us, and is why we continue to expand."





# WE KNOW HOW TO DEVELOP OUR LOCATIONS

MAG Property has the specialist knowledge and expertise to develop property and land at our airports to enhance and realise value, for us and our partners.

## Adding value to our airports

With over 1,000 acres of available development land across our four airports, we take a creative and innovative approach to realising its full potential. Our long-term commercial strategy ensures that we masterplan this land for future development, ready for when the time is right. With the ability to make development happen, we understand the drivers of commercial value for ourselves, our partners and occupiers to ensure the outcomes are optimised. This future vision is only achieved through our detailed understanding of the complexities of airport sites, and how property and businesses can benefit from them.

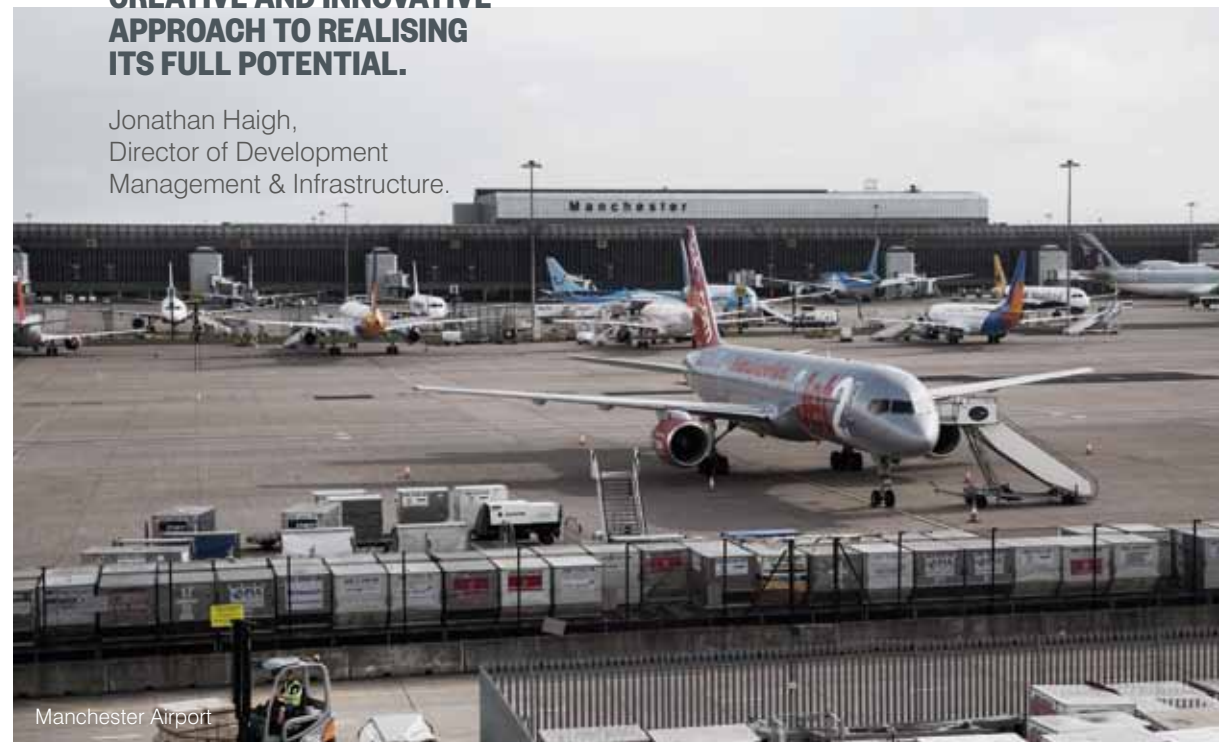
## Developing for the future

Making the most of the strengths of each individual airport location, we carefully create masterplans to guide future development, to better accommodate exacting requirements of occupiers and grow regional economic activity. We offer a diverse range of opportunities across our portfolio, capitalising on the importance of the London Cambridge Corridor at London Stansted and the significance of East Midlands Airport as a crucial UK cargo hub, to developing a specialist aerospace and manufacturing cluster at Bournemouth's Aviation Business Park. We are also supporting the Northern Powerhouse through both our £1bn transformation programme at Manchester Airport and commitment to the £800m Airport City Manchester joint venture.



**WITH OVER 1,000 ACRES OF DEVELOPMENT LAND ACROSS OUR FOUR AIRPORTS, WE TAKE A CREATIVE AND INNOVATIVE APPROACH TO REALISING ITS FULL POTENTIAL.**

Jonathan Haigh,  
Director of Development  
Management & Infrastructure.



Airport City Manchester





# WE KNOW HOW TO MANAGE OUR FACILITIES

For any organisation, looking after property can be a costly and time-consuming distraction. Our aim is to ensure our partners can concentrate on their core business, while we manage the day-to-day running, refurbishment and preventative maintenance of the buildings they occupy.

**Great businesses choose well-run buildings**  
Creating and maintaining these properties is fundamental to our core service. This involves a range of skills, from soft and hard facilities management to the provision of services such as project management, expertise in IT, space planning and health and safety. We provide all the service support our occupiers need in one place, with one consistent point of contact, all delivered in a cost-effective way. Of course, we set high performance standards for all our services, whether they're provided by our staff or any one of our trusted supply chain partners.

**Planning our service for your performance**  
To fully support our occupiers and ensure they get best value from their service charge, we work hard to understand their business, how they operate and what their short-term objectives and long-term plans are. As we own and manage our portfolio, we agree our spending plans in advance and schedule any major works to suit their operations throughout the year. The value we offer comes from our detailed knowledge of airport property, our occupiers' needs and our understanding of how to make it work.



Voyager, Manchester Airport



“  
**WE WANT TO MAKE  
OCCUPYING PROPERTY  
EFFORTLESS FOR OUR  
PARTNERS. OUR BUSINESS  
IS LETTING THEM GET  
ON WITH THEIRS.**

Ken Mellis,  
Head of Estates and Risk.



WE KNOW  
HOW TO  
SUPPORT  
OUR  
PARTNERS

Our outstanding locations attract businesses. But it’s the way we help them get what they want from their property, and the service we provide, that ensures they make our airports their permanent home.

Our customers are our partners

We’re proud to have built lasting partnerships with international companies ranging from DHL, dnata and Etihad to FedEx, Cobham and UPS. Many of these partners have grown and expanded within our portfolio, and we’ve been able to accommodate their needs within the buildings they already occupy, and at other buildings or airports we own.

We can make it happen for you

From day one, all our partners and occupiers know who they can talk to about any aspect of their property. They can rely on their contact to respond quickly and effectively; a positive approach we know helps make their lives easier. Also, the strong links between our locations mean we have a national network to help streamline operations for the likes of Radisson, AIM, Handelsbanken, SCA and Regus.



Etihad, Voyager, Manchester Airport



WE’RE PROUD TO  
HAVE BUILT LASTING  
PARTNERSHIPS WITH  
INTERNATIONAL  
COMPANIES RANGING  
FROM DHL, DNATA  
AND ETIHAD TO FEDEX,  
COBHAM AND UPS.

John McHugh,  
Head of Strategic &  
Commercial Marketing.



PARTNER SPOTLIGHT:  
dnata, World Freight Terminal,  
Manchester Airport

dnata is one of the world’s largest air services providers, offering ground-handling, cargo, travel, and flight catering services across five continents.

As a MAG Property partner, the company has continued to expand its cargo operations at our airport locations, demonstrating commitment to its UK network. In 2014, dnata supplemented its cargo-handling operations with a second passenger-handling operation in the UK, creating 110 new jobs at Manchester Airport.

Gary Morgan, Chief Executive of dnata’s UK operations, said, “dnata is a global leader in air cargo, and our aim is to deliver service excellence and choice for customers at gateway airport locations. Our strong working relationship with MAG Property helps us do this.”







**OUR AIM IS TO DELIVER  
SERVICE EXCELLENCE  
FOR CUSTOMERS, AND  
OUR STRONG WORKING  
RELATIONSHIP WITH  
MAG PROPERTY HELPS  
US DO THIS.**

Gary Morgan,  
CEO UK, dnata.



# WE KNOW HOW TO TAKE A LONG-TERM VIEW

With public as well as institutional ownership, we take a balanced view of our future growth. We're known as a sound, reliable business with a measured, thoughtful approach to development. We have bold plans, based on solid foundations.

### Working in partnership

Our reputation as a long-term business is central to our strategy. Our partners, investors and suppliers value our record of steady, sustainable growth, driven by our detailed knowledge of airport property. We intend to continue building on this strong, unique position. Our financial performance shows just how strong our position is, created and reinforced by the consistent 6% income returns our portfolio provides. From here, we can look forward to exploring the full potential of all our assets, and making the most of the opportunities they present.

### We're a stable business with long-term vision

Although we're a private company, Industry Funds Management (IFM) acquired a 35.5% strategic stake in MAG in 2013 following the successful bid to acquire London Stansted Airport for £1.5 billion. The Group's other shareholdings include 35.5% with Manchester City Council and 29% with the nine remaining Greater Manchester local authorities. With around 65% of our shareholders involved in public services, we can take time and care over developing our property assets, rather than focusing on short-term returns.



**OUR PARTNERS,  
INVESTORS AND  
SUPPLIERS VALUE  
OUR RECORD  
OF STEADY,  
SUSTAINABLE  
GROWTH.**

Chris Stevens,  
Finance Director.





# WE KNOW HOW THE NUMBERS WORK

Successfully managing property at airports relies on a detailed understanding of the numbers that make them work. Through careful financial planning, we are able to manage the value of our assets in a way that ensures our shareholders, partners and occupiers have the confidence that MAG Property is a long-term business built on solid foundations.

## Financial Performance to 31st March 2015

£623M

Investment property value

92.8%

Portfolio occupancy rate

£46.4M

Property income

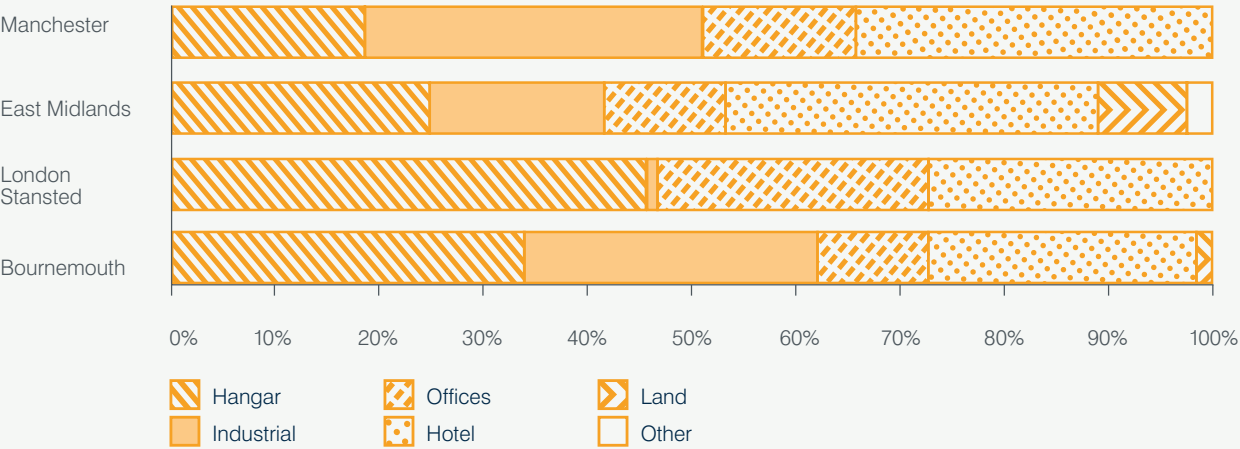
£16.7M

Profit (EBITDA)

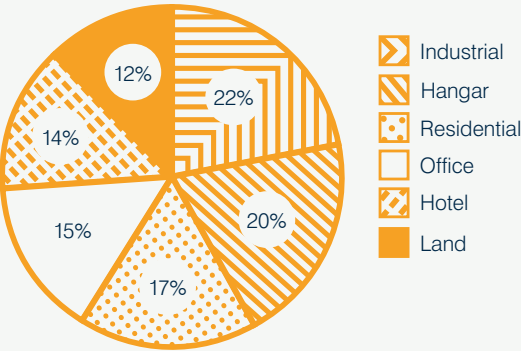
1,000

Acres of development land

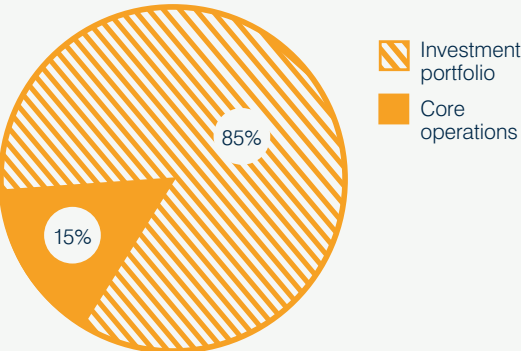
## Property Investment Portfolio Product type by airport



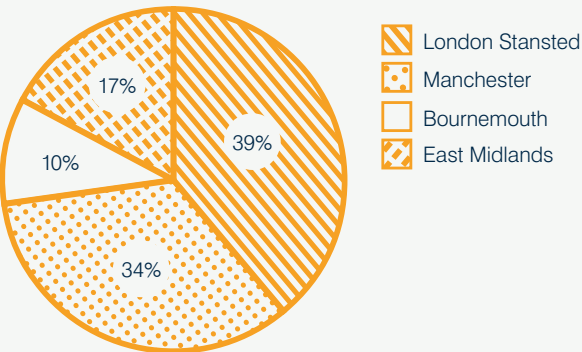
## Property Investment Portfolio By product type



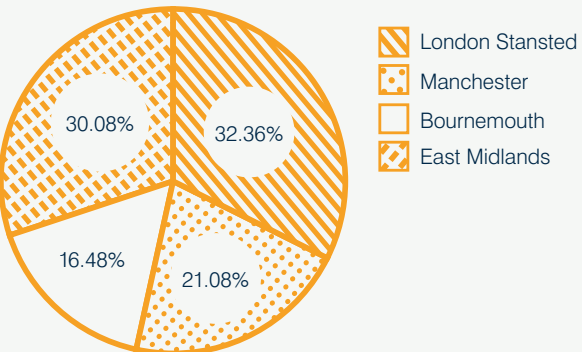
## Breakdown of Turnover By operation



## Property Investment Portfolio Value by airport



## Property Investment Portfolio Development land by acres



# MAG CORPORATE OVERVIEW

## Manchester Airports Group (MAG)

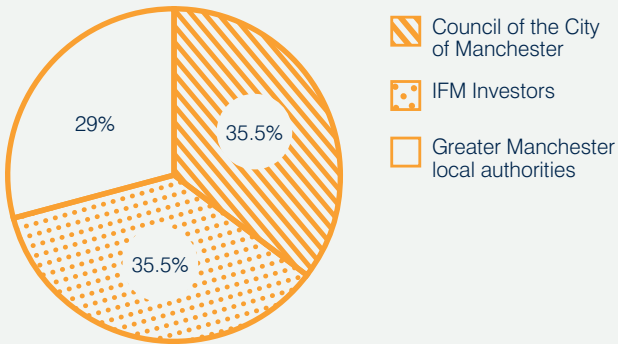
MAG is the largest UK-owned airport operator, serving 48.5 million passengers and handling 650,000 tonnes of air freight every year through its ownership of Manchester, London Stansted, East Midlands and Bournemouth airports.

The Group's overall strategic intent is to increase long-term shareholder value by generating profitable growth, developing its assets and deploying efficient and customer focused operating processes throughout the business. MAG is a private company, with shareholdings held by the Council of the City of Manchester (35.5%), IFM Investors (35.5%) and nine other Greater Manchester local authorities (29%).

## MAG Property

As the property, development and facilities management arm of the Group, MAG Property owns and manages MAG's £623m investment property estate and is responsible for MAG's investment in the £800m Airport City Manchester joint venture partnership. MAG Property is wholly owned by Manchester Airports Group (100%).

MAG is a private company,  
with shareholdings held by:



## MAG Financial Performance to 31st March 2015

	2015	2014	Change %
Passenger Numbers	48.5	43.8	+ 10.7%
Revenue	738.4	671.2	+ 10.0%
EBITDA	283.6	241.9	+ 17.2%

For further details visit: [www.magworld.co.uk](http://www.magworld.co.uk)

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HOW AIRPORT  
PROPERTY CAN  
WORK FOR YOU.  
TALK TO ONE  
OF OUR EXPERTS  
TODAY.

EMAIL  
ENQUIRIES@MAGPROPERTY.CO.UK  
OR GIVE US A CALL ON  
0800 8499 747

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