

JO MALONE
LONDON

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MAG USA
THE RETAIL & TERMINAL
DEVELOPMENT EXPERTS



THE AWARD-WINNING AIRPORT EXPERTS

UK-BASED. GLOBALLY-FOCUSED.

Manchester Airports Group is a global airport company currently serving 50 million passengers a year. We own and operate four UK airports - Manchester, London Stansted, East Midlands and Bournemouth - which contribute nearly \$6bn to the British economy. Our airports also consistently outperform the market. We saw a strong passenger growth of 10.7% over the last year, and our combined Group gross revenue in 2015 was \$1.1 billion.



We are privately managed on behalf of our shareholders, Manchester City Council, nine wider Greater Manchester Councils and Industry Funds Management (IFM). IFM is a highly experienced, long-term investor in airports and already has significant interests in ten different airports across both Europe and Australia.

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GROSS REVENUE

\$1.1 BILLION

THROUGH OUR COMBINED GROUP

MAG USA HAS LANDED



A NEW AMERICAN FRONTIER

MAG USA was launched in 2015 and since then, we have made a grand entrance into the US airport market. Our ultimate aim is to become the USA's 'go-to' organization for delivering market-leading commercial solutions that transform customer experiences in airports. In particular, MAG USA is focused on airport lounges, car parking services and P3, retail & terminal developments. In December 2015 the first US Escape Lounge opened in Minneapolis St. Paul International Airport, followed by Bradley International Airport in Hartford, Connecticut and Oakland International Airport in California in fall 2016.



Rosie, who in 2014 was named by Premier Magazine as one of the '30 most compelling women in the travel industry', leads MAG USA.

ROSEMARIE ANDOLINO - MAG USA CEO AND PRESIDENT

Our CEO and President is Rosemarie Andolino, overseeing the development of MAG's North American airport services business.

Rosemarie joined MAG following more than 12 years at the Chicago Department of Aviation (CDA). As Commissioner she oversaw the management and operation of one of the world's busiest airport systems during a period of rapid expansion and redevelopment. She revived the organization's focus on customer service as well as leading the \$26 million redevelopment of O'Hare's international terminal, which drove record growth in retail and commercial revenues.

In addition, Rosemarie oversaw the \$8 billion O'Hare Modernization Program (OMP), which reconfigured the airport's complicated intersecting runways to improve efficiency and enhance the traveler's experience. This infrastructure program was implemented on time, under budget and without disruption to one of the world's busiest airfields.

DUTYFREE

PUBLIC-PRIVATE PARTNERSHIPS

GETTING THE MOST OUT OF YOUR AIRPORT

TERMINAL DEVELOPMENT WITH YOUR CUSTOMERS IN MIND

At MAG, we are not just terminal developers; we are airport operators. We are able to deliver our operational expertise to airports, understanding how our developments need to interact and integrate with the airport as a whole.

With experience in large-scale redevelopments within airports serving from 700,000 to 20 million passengers a year, we do not have a 'cookie-cutter' approach. Approaching each project individually, we tailor the solution to match everything from individual airport needs to specific market conditions and particular passenger requirements.

OUR APPROACH

Whether it is a P3 or traditional development, MAG has a proven track record of delivering projects on-time and on budget. We cultivate strong relationships with established airport stakeholders including airlines, local communities, car rental companies, retail operators and many more. This allows us to design and build terminals with their needs in mind.

We strongly believe that the overall passenger experience should be a holistic journey from end-to-end, more than simply a collection of individual airport interactions. We plan our developments with the customer's entire journey in mind, ensuring it is as smooth as possible. Car parking, check-in, security, retail and the gate experience are all planned to the greatest detail.

DEVELOPMENT BY NUMBERS



\$1.5 BILLION

Investment in the Manchester Airport Transformation Program



\$30 MILLION

East Midlands UK airport redevelopment



\$122 MILLION

Stansted Airport UK redevelopment

RETAIL & TERMINAL DEVELOPMENT

THE AIRPORT RETAIL EXPERTS

PASSENGERS ARE NO LONGER LOOKING AT AIRPORT TERMINALS AS JUST TRANSIT HUBS THEY HAVE TO PASS THROUGH.

We create seamless and engaging experiences putting passengers in the right mood and making airports into retail destinations in their own right. However, to maximize your returns, any redevelopment we do cannot stand alone: it has to be integrated into an end-to-end airport approach.

OUR IN-DEPTH KNOWLEDGE OF OUR PASSENGERS PUTS US IN A GREAT POSITION TO CATER TO THEIR NEEDS.

We work hard to understand passengers, conducting detailed research at the beginning of every project, which leads to a radically different approach to airport shopping. With many years' experience in building strong and effective partner relationships, we pride ourselves on innovative terminal layouts and store designs and continually strive for improvement in every project we undertake.

We have a great deal of experience in large-scale redevelopment and recently completed a \$122m terminal development project at London Stansted Airport.

**HAPPY
PASSENGERS
SPEND
45% MORE**

Amadeus.com

SOME OF OUR EXCITING RETAIL BRANDS

BOSS
HUGO BOSS

TED BAKER
LONDON



JO MALONE

benefit
SAN FRANCISCO

PANDORA

MULBERRY

CASE STUDIES

PUTTING CUSTOMERS AT THE HEART OF THE AIRPORT EXPERIENCE

At MAG, we have an ambitious terminal development scheme, allowing us to create vastly improved airport facilities and enhanced passenger journeys. We have a versatile offering, which means we can adapt to the individual needs of different airports.

CASE STUDY

MANCHESTER TERMINAL 1 REDEVELOPMENT

This project simplified the departures process at Terminal 1, reducing passenger processing time and creating more opportunities for passengers to take full advantage of the expanded retail offering.

\$34 million project to simplify departures process at T1.

New **airside retail provision** creating airport retail frontage of 1,805 linear feet.

New **14-lane security checkpoint** to reduce processing time.

New **dining experience** with range of bars, cafes and restaurants overlooking airfield.

ARRIVING SOON AT MANCHESTER AIRPORT

With an investment of \$1.5billion, Manchester is all set to become one of the most modern and customer focused airports in Europe, demonstrating the importance of the city as a global gateway.



Expansion of terminal 2 to become the airport's primary terminal building.



New and enlarged airside transfer facilities, with direct linkage between T2 & T3.



Introduction of customer friendly enhancements, including 50 additional retail outlets.



New stands and piers, offering improved departure gate facilities.

MANCHESTER AIRPORT RETAIL INCOME & YIELD

(CAGR 5.5%)

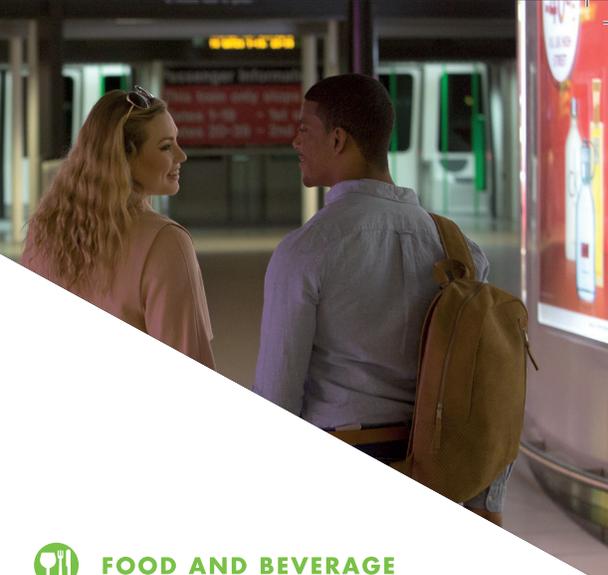


*Income to Manchester Airport, not gross retail revenue
† Income per enplaned passenger

☰ CASE STUDY

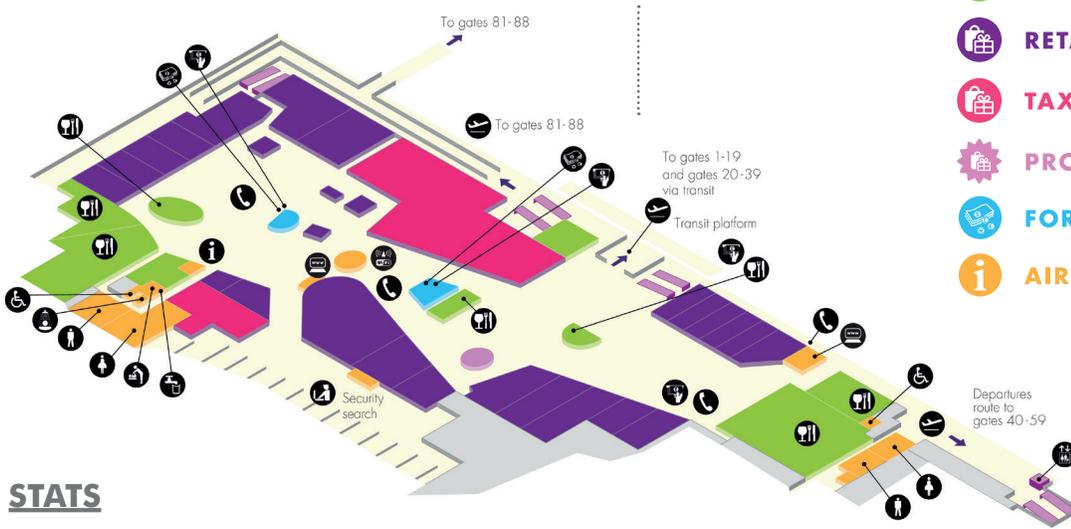
LONDON STANSTED REDEVELOPMENT

THE \$122 MILLION TERMINAL TRANSFORMATION PROJECT AT LONDON STANSTED HAS NOT ONLY TRANSFORMED THE PASSENGER EXPERIENCE, BUT ALSO INCREASED REVENUE.



ORIGINAL LAYOUT

AIRSIDE SPACE OF 63,000ft²



- FOOD AND BEVERAGE
- RETAIL
- TAX & DUTY FREE
- PROMOTION POP-UPS
- FOREIGN EXCHANGE
- AIRPORT FACILITIES

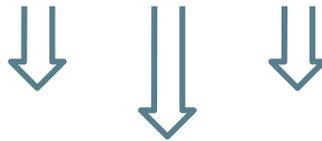
STATS

Doubled retail airside space, with 100% footfall for all retailers.

New security area opened in late 2013 – additional lanes & dedicated channels.

25,000 sq ft **walk through Duty Free** store opened in July 2014.

70% more seating, free wifi, charging outlets & flight information screens.



NEW LAYOUT



INCREASE TO 114,000ft²





MAG USA THE RETAIL & TERMINAL DEVELOPMENT EXPERTS

MEET THE TEAM



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