



The Manchester Airports Group plc (MAG) is the largest UK-owned airport group and is made up of four airports – Manchester, East Midlands, Humberside and Bournemouth.



Over 100 airlines offer direct flights to over 210 destinations worldwide, connecting over 22 million passengers to more places than any other airport in the UK.



We are delighted to be working with Norbert Dentressangle and are pleased with the way the contract is going. There have been significant reductions in both time and vehicle numbers used in the handling of retail goods into the terminal and our security concerns in this area have been professionally dealt with.

Mark Brindle

*Retail Business
Development & Logistics Manager,
MAG*





THE CHALLENGE

- The increase in airside security has created a need for more comprehensive product screening of retail goods delivered to Manchester Airport's terminal prior to sale.
- Consolidation and screening services were needed for retail outlets including: WH Smith, Dixons, Tie Rack, Fat Face, Monsoon, Kurt Geiger, Rolling Luggage, Manchester Vending, Nuance and a selected number of restaurant groups.
- Before Norbert Dentressangle began operations for MAG, retailers were delivering to the airport using their own vehicles and had no option other than to share the on-airport screening facility. With such a diverse set of retailers, the whole delivery process could take several hours.

OUR SOLUTION

- Norbert Dentressangle's solution was to provide MAG with one dedicated consolidation and screening centre based at the Manchester Airport World Freight Terminal. This low cost solution required a team of accredited personnel with detailed employment records and specialist training in the use of X-ray scanning equipment.
- Using Norbert Dentressangle's expertise in temperature controlled transportation, sealed food and beverage products can be pre-screened and transported to the airport in a controlled environment from just one location.
- Retailers deliver into Norbert Dentressangle's Bury complex and then Norbert Dentressangle handle the documentation, screening and consolidation of the retail goods, prior to despatch to Manchester Airport.

THE BENEFITS

- With just one consolidation and screening location, journey and delivery times have been cut significantly. Congestion on both airside and airport roads have been reduced as a result of the consolidation, providing retailers with a reliable and cost effective inbound service.
- Retailers are benefiting from savings in time, driver hours and wear and tear on vehicles, plus the benefits of a reportable account management programme.
- Security issues have been of paramount importance and the Norbert Dentressangle solution has significantly reduced the possibility of concealed goods entering the airport retail systems.

www.norbert-dentressangle.co.uk