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London City Airport introduces full-body scanners

By Tom Otley



London City Airport has completed the first UK trial of the Quick Personnel Security scanner R&S QPS200 from Rohde & Schwarz. The scanners are now in situ to screen passengers.

The body scanners differ from existing scanners as passengers stand with their arms slightly away from their body while the equipment completes a full body scan. As with existing scanners, the technology quickly detects the location of potentially dangerous objects, but the open plan design allows for quicker processing of passengers, according to the airport.

The open plan design of the equipment means passengers simply stand in front of the scanner with their arms held slightly away from the body. If the scanner reports

an alarm, the location of the object is marked on a graphic of the human body, with a neutral display preserving the privacy of passengers.

Melanie Burnley, Director of Customer Experience at London City Airport, said:

“Each day approximately 10,000 departing passengers pass through our central security search area and we constantly look at ways to improve the screening experience, including the use of new technology.

“The Rohde & Schwarz body scanner is one of the best in the industry and is easy for passengers to use, meaning we can keep their time in security to a minimum and also quickly detect any prohibited

objects.”

Frank Mackel, Managing Director of Rohde & Schwarz UK, said:

“We were easily able to install the scanners during a weekend down period. They were live and ready for passengers on the Monday morning. The scanners proved completely reliable, working continuously during the trial other than in scheduled downtime. They integrated well with London City Airport’s processes and systems. This pilot scheme demonstrates that we have a future proof technology and, with the expansion of the airport now approved, we are looking forward to working with LCY in the future, trialling and testing new techniques and protocols with body scanners. This successful

deployment at a major airport is a springboard for expanding our technology in the UK.”

The security scanners have been certified by the European Civil Aviation Conference (ECAC), and are already the preferred choice for security checks based on millimetre-wave technology within German federal facilities.

R&S QPS millimetre-wave technology operates in the frequency range between

70 GHz and 80 GHz and there is no health hazard associated with the R&S QPS transmitter, which is hundreds or even thousands of times lower than that of a mobile phone.

A view of the new body scanner at London City Airport. The scanner is unoccupied and has not just vaporised the person who has been scanned.



Surprising Tricks: How to Sleep on a Plane

Jenna Schunuer



Oh to sleep perchance to ... find a way to arrive after a redevye looking even somewhat alive and ready for your morning meeting. Trying though it may be for some of us to catch some shuteye during flights, sweet sleep doesn't have to elude us forever. And, no, we're not talking about popping an Ambien with a bourbon chaser. (Please, don't do that. We don't want to have to worry about you.) We called on some experts and constant travelers for some help.

Before the flight

Choose your side. Now, the last time

you bought a mattress, you thought about what kind of a sleeper you are, right? Side sleeper, stomach, toss and turner? Now unless you afford to book a lie-flat seat (and, if so, will you adopt us?), you'll need to start thinking of yourself as an on-your-back somewhat-to-the-side sleeper and book accordingly. The big question? Do you sleep on the left or the right side of the bed at home? "Get a window seat for night flights. If you sleep on your right side at home go for the right side of the plane," says Heather Poole, a flight attendant for one of the "big" airlines and author of *Cruising Attitude: Tales of Crashpads,*

Crew Drama, and *Crazy Passengers at 35,000 Feet.* (Over the last 18 years as a flight attendant, she's watched thousands and thousands and thousands of people try to sleep on planes. She knows what works.)

Information is comfort.

Oh, not good at choosing your seat? Well, we thought everybody knew about this but ... it seems you don't: SeatGuru.com. (Yes, you're about to hear angels sing.) The site details the good, bad and non-reclining of every seat on every plane. You'll never book without it ever again.

During the flight

Comfort. Please, for the sake of everybody else's eyeballs, do not wear adult footie pajamas on the plane (it has happened, people – it has happened!) but do make yourself comfy for that sleep-in flight. No need to change after takeoff. Wear the nice-and-clean-without-any-holes-in-them sweats to the airport. Carry your suit on and change into it when you get off the plane. "It will look as though you just put it on because you did," Poole says. So spiffy. And refreshed.

Cradle. Yes, the donut pillow is ugly. And used as expected, with the U bit at the back of the neck, it never really seems worth schlepping along. But Poole turned the idea on its head (or, well, neck): "The trick is to wear it backwards so your neck stays in place." That means: no more sudden jerking forward neck snapping wow are you awake and in pain moments. Nope. Gone.

Ergonomics-ish. Poole also advises that you use your carry-on as a leg rest or roll the airplane pillow under your knees. And that sketchy blanket they (sometimes) hand out? "Use it for lumbar support," Poole says. "It's better to freeze than risk the potential infection." (Yes, we're all grossed out now. And off to buy

a thin sleeping bag liner to use on our next flight—and wash immediately after returning home.)

Scent control. While there's no guaranteeing your seatmate won't pull out some stanky Burger King mid-flight, you can guarantee a bit of a more relaxing scent situation within your immediate nose area. Sam Bruce, co-founder of travel aggregator MuchBetterAdventures.com, suggests spritzing some lavender oil on your u-shaped pillow.

DIY wedge. We'll let Steve Thornton, an advertising photographer and video director, who's 6'6" tall explain the custom wedge back pillow he made himself: "I'm all about leg room," he says. "On one of my long flights I determined that the seat was never going to be comfortable, so I positioned my body where I wanted to sleep. I then took a tape measure, something I always travel with, also in my

rollon, and measured how far my backside was away from the seat back and also measured how high the wedge would need to be in order to fill the gap. This works great. I am no longer miserable on long flights."

Back-up sleep essentials: Bring a baseball hat, says Joshua Craven of Craven Marketing Group. He says it works so well he'll never board a plane without one. "As soon as I get ready for take-off I pull the bill of the ball cap down over my face. This not only blocks light from my eyes, but also provides a sense of privacy since the bill of the hat covers my face. Then I pop in some earbuds and I'm sound asleep for the duration of the flight." Also: earplugs, a sleep mask, and lightweight bedroom slippers or wool socks (or both). OK, maybe an Ambien, too. But no alcohol people. That drinking on a plane sleep? That is never good sleep.



Stress of Business Travel and How to Beat It

By Jools Stone

It's easy to see what attracts people to embrace work which involves a regular amount of travel. The chance to see new places, meet new people, experience new food and cultures – and all on the company's tab – can't be underestimated.

Many people value the opportunity to travel for work as being almost as important as a pay rise or a promotion*

But despite the apparent glamour, as

any weathered road warrior will tell you, there are definite downsides to travelling so frequently, which inevitably can take its toll, once the glitz and novelty of airport lounges and free upgrades has lost its lustre.

When Business Travel is Just Regular 'Work Travel'

Firstly there's the misapprehension that business travel always means travelling in, well, business or first class. The reality is that's quite often not the case, especially for SMEs and owner-operators, with most road warriors having to slum it in economy or premium economy if they're lucky.

According to one recent US study, only 4% of business travellers travel in business or first class on domestic flights. The numbers do jump slightly for international (6%) and intercontinental flights (33%) but the vast majority of traveling managers travel in economy being mindful of cost savings.'

The Perils of Hypermobility

For many then, 'business travel' really just means long distance commuting. Some commentators have pointed out the

false economy behind flying economy for long haul trips, citing the chronic impact jetlag can have on your circadian rhythm and your general health and wellbeing in the longer term.

According to Scott Cohen, one of the authors of a report into the Darker Side of Mobility, 'If you fly just 85,000 miles a year, which is the equivalent of flying return from New York to Tokyo seven times a year, you've already exceeded the safe limit for radiation exposure.'

There are a number of key stressors involved with regular business travel and while some of the biggies may simply be beyond your control (such as delays and lost luggage) there are others which you can prepare for and insure yourself against maximum impact.

These are some of the biggest stress triggers for regular business travellers, along with some measures you can take to fight back against business travel stress.

The Backlog of Work

How to best tackle the backlog, particularly answering email,

that accumulates during your business trip is a perennial issue and boils down to personal choice.

Putting your out of office on may manage some expectations from colleagues, and you can state in this that you will only be replying to urgent questions while you're travelling.

If you are planning to do some work on the road, make the most of airport lounges for their reliable internet and quiet spaces to think.

You can also use productivity tools like messaging app Slack, which many business people claim reduce email load in general and also keep business communication restricted to specific channels of your choosing. Then there's that other perennial first world problem to contend with: Flaky or non-existent internet coverage.



The Loneliness of Perpetual Travel

While some younger business travellers initially enjoy the accumulation of perceived social status that exotic travel brings - and the inevitable one-up-manship encouraged by sharing your latest glamorous check in on social media.

This can be a problem in itself, as evidenced by the growth of the #FOMO (or fear of missing out) phenomenon with travellers seeking to notch up as many destinations as they can to boost their social status.

But most will tell you that combating loneliness is one of the biggest battles they face on a regular basis. This is especially pertinent for those with families and younger children. For parents, some of the key stressors include a lack of family time, a blurring of worklife balance

due to travelling over the weekend and departures at unsociable hours. These can put undue strain on relationships and exacerbate symptoms of depression.

Make the most of Skype and Facetime to ensure you get to speak to your loved ones and see the whites of their eyes while you're away. Also try to bring back simple gifts from your destination, to show them that you're thinking of them.

Health Matters

Frequent travel can put a strain on your physical health too. It's not always so easy to find healthy food choices when you're on the road. Airline meals often have a high sugar and salt content to make them as appealing as possible, and while your hotel may have a gym you might not always get time to use it.

It could be worth weighing up the relative cost of economy vs super-economy / premium-economy or business. While it's tempting to always try to save money

on long haul flights, not looking after yourself has a cost too and this needs to be factored in.

Here are some more general tips to help you best manage the range of issues that constant business travel inevitably brings.

Planning ahead

Simply being organised and planning ahead can take a lot of stress out of travel. Some things to think about: have you organised visas, booked transport to and from the airport, checked in online, printed your itinerary, found the best places to eat, contacted any connections in the area, got the right adaptors, had the right

A tropical beach scene with a thatched hut, palm trees, and a hammock. A search bar is overlaid on the image. The search bar contains the text "Where Do You Want to Go?" and a magnifying glass icon. The background is a vibrant blue sky and ocean.


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jobs, downloaded books to your Kindle or tablet etc?

And if you're a senior executive, which of these tasks might you be to offload onto your assistant?

Feel refreshed when you arrive at your destination

Travel is tiring in itself but there are some easy ways to make sure you feel ready for a day of meetings wherever you are heading to.

- Catch up with emails, eat and then relax in the business lounge when you arrive at the airport.
- Wear comfy clothes, wash your face and clean your teeth before you board – that way you can go straight to sleep.
- Pack some healthy snacks and keep hydrated with a bottle of water.
- Beat jet lag with the Jet Lag Rooster app
- Find the best seat possible with Seat Guru
- And finally, keep toiletries and business clothes accessible, so you can freshen up before disembarking.

Know where you're going

Whether you're heading to a new city or one you've been to before, finding your bearings is a great confidence booster. Check where your hotel is before you arrive and any restaurants, attractions etc that you'd like to visit.

It's also worth downloading a city map app like Triposo to help you get around. Google Maps is worth considering, but it's not great for offline use.

Knowing how to get around (by bus/metro/tram/taxi etc) can also be extremely useful. Check your destination airport's website or tourist information for local transport options.

City Mapper is a great local transport app to consider. It's not available worldwide but it does cover 31 well-known cities, including London, New York, Hong Kong, Tokyo, Paris and more.

Learn some key phrases for your destination

There's nothing worse than arriving in a country and not understanding the language. Luckily for UK travellers, English is spoken in most countries but knowing a few key phrases will not only help you but will also go down well with locals. Try apps like Google Translate

and Way Go (specifically for Chinese, Japanese and Korean translations) to give you head start.

We particularly like the Word Lens tool on Google Translate, where you point your camera at a foreign word and it's translated in real time.

Upload your documents to the cloud

You may feel happier transporting hard copies of your most important business documents with you, but cloud-based storage – such as Dropbox, Google Drive and iCloud – is a great way of keeping important files safe and accessible from anywhere in the world and on multiple devices.

Take some time out to explore the city you're visiting

More and more business travellers are taking leisure time when they travel for business. It not only can make a difference to productivity and morale, but simply taking a couple of days either before or after a trip can also give you time to adjust to time differences, do some sight seeing, try out local restaurants, build some cultural knowledge which is always useful in business – and most importantly spend quality time with family, loved ones or friends.



Skyteam launches frequent flyer retro-crediting website tool

By Tom Otley



Skyteam has launched a new tool on its website which it says allows for almost instant retro-active validation of miles' claims.

Skyteam says that the online, retroactive credit tool is already available across "most" of its 20 members with the remainder being added in coming months. The airline alliance hopes that the new tool will speed up traveller's claims when a Frequent Flyer Program (FFP) number has not been entered into a reservation. Post-trip, a traveller will log into their FFP account, enter their flight details and the system validates the request in seconds. Skyteam says that eligible flights are credited to their account automatically and retroactive requests can be made as little as one week after the date of travel – the shortest time frame in the industry.

"We are offering a fast, simple and seamless way to claim missing miles across the alliance for our more than 200 million frequent flyers," said Michael Schutzbank, SkyTeam's Director for Customer Loyalty. "Uncredited flights can make a difference when it comes to a customer's status level or being able to claim an award ticket, but this quick and easy solution ensures our frequent flyers benefit from every mile flown."

"SkyTeam's new retroactive credit tool is another example of how our alliance is leading the industry in customer-centric innovation," said Perry Cantarutti, SkyTeam's CEO and Managing Director. "Loyalty is a key focus for SkyTeam. We greatly value our frequent flyers and our ongoing investment in technology will continue to deliver value both for

customers and our member airlines by enhancing every aspect of the travel experience."

The 20 members of Skyteam are: Aeroflot, Aerolíneas Argentinas, Aeroméxico, Air Europa, Air France, Alitalia, China Airlines, China Eastern, China Southern, Czech Airlines, Delta Air Lines, Garuda Indonesia, Kenya Airways, KLM Royal Dutch Airlines, Korean Air, Middle East Airlines, Saudia, TAROM, Vietnam Airlines and Xiamen Airlines.

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