



Current Events

Heathrow wants to add third runway

London's Heathrow Airport, Europe's busiest hub and the world's third busiest airport, wants to add a third runway to help ease congestion. The proposed third strip, which would open in 2020, will be under discussion this fall by the government and BAA, the company that owns and operates Heathrow.

In the more near term, conditions should improve at Heathrow in March, according to Ben Morton, chief Heathrow spokesman for BAA. At that time, a fifth terminal is scheduled to open; Terminal 5 will handle 40 percent of the travelers now being accommodated through other terminals, which will be rebuilt in time for the London 2012 Olympics.

Source: USA TODAY

Travel Tips

Traveling to the United Kingdom

Editor's note: Global business, and subsequently, global business travel, continues to expand rapidly. In response, CWT Traveler will provide to readers each month in 2007 insights and tips on traveling from North America to other countries around the world. This month's installment focuses on the United Kingdom.

In business:

- The United Kingdom continues to use a closed style of communication. As a general rule, citizens of the U.K. avoid debate, as they are not easily persuaded to change personal perspective. For this reason, when conducting business it is best to avoid debating, especially about controversial topics.
- Facts are important to citizens of the U.K. Expressing emotion or ambiguous information is not considered appropriate during presentations or negotiations and should be avoided.
- Citizens of the U.K. encourage and highly regard individual achievement. For this reason, individuals within an organization may be perceived as behaving aggressively when pursuing individual achievement and success.
- Rarely is private information shared in a professional environment. In fact, inquiring about one's children or family life may be considered intrusive.
- In the U.K., women and men are treated as equals. Most women receive similar wages and hold positions similar to their male counterparts.
- As a Western traveler, it is important to know some key aspects of business etiquette when in this region. Travelers should:
 - Avoid the "hard sale." Citizens of the U.K. are not receptive to change so hard sales tactics may seem intrusive and create a sense of pressure to change.

- Be certain their business cards contain an e-mail address and phone number, which are widely used forms of contact in the U.K.
- The citizens of the U.K. place great importance on punctuality. Travelers should be sure their travel time accommodates any potential delays due to traffic.
- In the United Kingdom, business breakfast meetings are becoming more popular, with most dinner meetings reserved for entertainment purposes, not business. If attending a dinner meal, refrain from discussing business-related topics.

Good to know:

- Greenwich Mean Time is the official time, set five hours ahead of U.S. Eastern Standard Time.
- The most popular sport in the U.K. is football (soccer), although rugby, cricket and golf are also popular.
- More than 50 percent of days in a given year are overcast. Many of these days are balmy and include thunderstorms and flooding.

Source: "Kiss, Bow, or Shake Hands: The Bestselling Guide to Doing Business in More Than 60 Countries," by Terri Morrison and Wayne A. Conaway. Published by Adams Media of Avon, Massachusetts.

Take eco-friendly hotel behavior to the next level

As previously reported in *CWT Traveler*, hotel chains and independent properties are increasingly adapting "green" practices to reduce their impact on the environment, often calling on customers to assist by reusing bed sheets and bath towels.

In addition to those measures, there are a number of other steps eco-minded travelers can take to reduce the environmental impact of their hotel stays:

- Help cut down on the use of prepackaged plastic containers by packing and using toiletries from home.
 - If hotel-provided toiletries are used, request that the containers be recycled, or bring containers home for recycling.
 - Also, if possible avoid using plastic drinking cups and other prepackaged items provided in the room, especially if ceramic coffee mugs or other alternatives are provided. If not provided, a quick call to room service or the front desk may yield results.
- Conserve water by keeping showers to a reasonable length, and by turning off the faucet while brushing teeth.
- Leave the hotel room as if leaving a home – turn off lights and electronic devices, modify the heat or air conditioning and close curtains or blinds to further conserve energy.
- Get information on the hotel's recycling program and sort trash accordingly.
- Provide the property with feedback on the environmental choices offered.. Encourage the progress and urge the property to make further improvements by offering suggestions and observations.

Source: MSNBC

Supplier News

SWA tests new boarding procedures

Last month Southwest Airlines (SWA) implemented at Texas' San Antonio International Airport an adjustment to its open-seat-assignment policy as part of broader efforts the airline has made during the past year to test more organized methods for boarding passengers.

In this most recent program, SWA continued its policy of providing to each traveler a letter that placed them into a particular group for boarding. Additionally, travelers were assigned a number that designated their place in line within each boarding group, in an effort to continue to refrain from assigned seating, while bringing more order to the boarding process.

Initial boarding and seating procedure pilots were conducted at San Diego International Airport in 2006. Any permanent procedure changes SWA chooses to implement will be announced later this year.

Source: The Dallas Morning News

Regional

New York first state to enact Passenger Bill of Rights

Beginning in January of 2008, by law, passengers on all flights departing from a New York airport must be provided "food, water, fresh air, electricity and working restrooms on any flight that has left the gate and been on the tarmac for more than three hours."

New York is the first state to enact such a law, aiming to "ensure airline passengers on severely delayed flights operating out of New York airports are provided with basic customer protections," said Governor Eliot Spitzer.

Additionally, the New York state government created an Office of Airline Consumer Advocate within its Consumer Protection Board to govern carrier compliance and receive customer complaints. Airlines could be fined up to \$1,000 USD per passenger if found to be in violation of the law and its aforementioned stipulations.

This legislation comes after severe weather-related delays at John F. Kennedy International Airport this year, including the much-publicized delayed and cancelled JetBlue flights. JetBlue has since enacted its own passenger bill of rights.

A national version of New York's new law is progressing in committee in the U.S. House and Senate and provides similar protections for passengers.

Sources: Business Travel News, USA TODAY

Increased handicap accessibility coming to Chicago airports

Chicago's O'Hare and Midway International airports by early 2008 will offer kiosks that are wheelchair accessible, thanks to efforts by the Chicago Department of Aviation. Each unit will include a videophone for travelers who have difficulty with speaking or hearing.

Additionally, each kiosk will feature a multilingual touch-screen monitor and a plasma monitor, which provides information about handicap-accessible local attractions.

Source: Minneapolis Star Tribune

International

New entry requirements for Japan

By November 23, 2007, the Japanese government will begin requiring all foreign visitors to be fingerprinted, photographed, and interviewed by immigration officials at Japanese airport customs offices before gaining access into the country. These changes are part of an amendment to the country's Immigration Control and Refugee Recognition Act.

The Japanese government has stated that these new requirements are intended to prevent terrorists, illegal immigrants, and foreign criminals from entering the country, thus protecting Japanese citizens and tourists.

Those who decline to have their fingerprints and photograph taken will be denied access into Japan. However, the following segments of the traveling population are exempt from the new requirements:

- o Persons under the age of 16;
- o Special status permanent residents; and

- Those performing actions which would be performed by those with a status of resident, diplomat or official government business

Sources: *Immigration Bureau of Japan, Taipei Times (Taiwan)*

Driving abroad: conduct research to improve safety

While simply taking a cab or riding on the subway is often sufficient for getting around once at their destination, many business travelers, especially those traveling abroad, at some point will find it necessary to rent a car and attempt to navigate local roads and highways very different from those back home.

Unfortunately, the number one killer of Americans in foreign countries is motor vehicle crashes. "The road safety problem worldwide for travelers and locals constitutes a growing public health crisis," said Tony Bliss, lead road safety specialist for the World Bank.

While foreign roads will always be somewhat unfamiliar to North American citizens, a little pre-trip, destination research can go a long way to helping travelers prepare. Before going abroad, travelers should check in with their organization's corporate travel department for insight about the particular country. The following resources will also prove useful:

- The U.S. State Department's Consular Information Sheets are available for any country and include pertinent local information, including specific driving and road condition details. They also provide addresses and emergency telephone numbers for U.S. embassies and consulates. While this resource does not explicitly give advice, it provides information to enable travelers to make informed decisions.
 - Additionally, the State Department offers useful [insights and tips for driving abroad](#).
- The American Automobile Association offers information and applications for [obtaining International Driving Permits](#).
- [Driving Abroad](#) offers country-specific driving laws and enforcement procedures on several countries including Australia, France, Germany, Italy, Spain, and Poland.

Sources: *ABC News, USA TODAY, U.S. State Department*

Government/Legislation

Reminder: WHTI rule relaxation expires end of September

Beginning October 1, travelers returning by air to the United States from Canada, Mexico, Central and South America, the Caribbean, and Bermuda will be required to present a valid passport to gain entry into the country.

As previously reported in *CWT Traveler*, the U.S. Departments of State and Homeland Security in June temporarily revised part of the Western Hemisphere Travel Initiative (WHTI) to accommodate the busy summer travel season, allowing the aforementioned segment of travelers to re-enter the U.S. by showing government-issued photo identification and Department of State-issued proof of application for a U.S. passport rather than an actual passport. That provision remains effective through September 30.

The second phase of the WHTI, which affects travelers returning to the United States by land and sea, is scheduled to take effect sometime in 2008.

Sources: *U.S. Department of Homeland Security, The New York Times, MSNBC, Associated Press*

FAA plans to improve runway safety

On August 16, the Federal Aviation Administration announced a plan to improve runway safety at U.S. airports. The goal of this plan is to reduce the number of runway collision hazards and wrong-runway departures. The short-term plan includes a number of improvements that will be made within 60 days of the plan's implementation, such as:

- Safety reviews at the 20-30 airports where runway incidents are of greatest concern

- Dissemination of information and training across the aviation industry
- At the top 75 airports, acceleration of the deployment of improved airport signage and markings
- Review and potential changes to cockpit procedures and air traffic control clearance procedures

Additional goals are being evaluated to improve procedures, technology and training. By eliminating potential hazards and confusion in the taxiing process, the FAA hopes to avoid situations such as the August 27, 2006, crash of a Comair jet in Lexington, Ky., which took off from a runway too short to accommodate commercial jets.

Sources: *Federal Aviation Administration, USA TODAY, CBS News*

Technology

American to pilot in-flight Wi-Fi in 2008

In 2008, American Airlines will begin testing the use of high-speed broadband internet access on its Boeing 767-200s during transcontinental U.S. flights. American is the first U.S. carrier to test this capability, through an agreement with technology provider AirCell LLC.

The wireless internet access will be available for laptops and personal devices via an antenna on the plane that reaches its signal from a ground network. It will operate at DSL-like speed and will also include VPN and e-mail access.

Prices will vary between classes of airline service, but a single session will likely cost about \$10 USD. American may decide to expand the service to the rest of its fleet, depending on the success of the pilot program.

Sources: *The Denver Post, The Seattle Times*

Industry Trends/Innovations

SFO, LGA and LIT begin signing up registered travelers

Since their inception, Registered Traveler programs have continued to expand throughout the United States. Three of the most recent airports to implement such programs are San Francisco International (SFO), New York's LaGuardia International (LGA) and Little Rock National (LIT), all operated by a company called Verified Identity Pass.

As previously reported in *CWT Traveler*, Registered Traveler programs are voluntary and require participants to submit to a thorough background check conducted by the Transportation Security Administration (TSA) in exchange for accelerated navigation through airport security checkpoints. Once approved, travelers carry a registered traveler card, permitting them access to designated security lines at participating airports.

As of August 23, 2007, Verified Identity Pass reports to have enrolled more than 59,000 registered travelers nationwide. Currently, the airports operating registered traveler lanes include: Albany Airport, Cincinnati International Airport, Indianapolis International Airport, Little Rock Airport, New York's John F. Kennedy International Airport, Newark International Airport, Orlando International Airport, Reno-Tahoe International Airport, San Jose International Airport and Westchester County Airport.

Additional airports expected to launch registered traveler programs in the near future include Atlanta's Hartsfield-Jackson International, Denver International and Washington, D.C.'s Reagan National and Dulles International.

Sources: *Verified Identity Pass, San Francisco Business Times*