

# AKL Update

September 2021

## People power helps drive Park & Vax, P.02



### THE LATEST UPDATES

Merging the domestic &  
international terminal

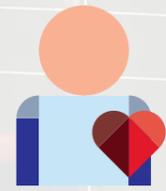
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## Auckland Airport volunteers support vaccination drive

A busy drive-through vaccination centre, the largest in New Zealand, was established in just a few days under Alert Level 4 settings at Auckland Airport's Park & Ride facility.

Initially aimed at vaccinating essential workers, tens of thousands of people have been vaccinated at the site run by the Northern Region Health Coordination Centre. Auckland Airport not only provided the 40,000m2 site, normally holding up to 2,500 cars, it has assisted with traffic management support, security, and parking staff.

"We've had staff who would normally work in customer-facing jobs in The Mall click-and-collect operation, don hi vis and PPE and help manage the smooth running of the vaccination site. It's a real credit to the resilience of our staff that they can quickly and easily step into completely different roles to support the Government's vaccination drive," said Anna Cassels-Brown, General Manager Operations.

# Merging the domestic and international terminal

The groundwork is being laid for a new purpose-built domestic facility to be merged into the eastern end of the existing international terminal as Auckland Airport resets its post-COVID infrastructure plans.

Site preparation early next year will kick off the first stages of a project to move jet flights arriving and departing for major New Zealand towns and cities into a new domestic hub merged into the current international terminal.

"Even though international passenger numbers are currently at historic lows it is important to set the wheels in motion now in preparation for aviation's recovery. Kiwis want a better domestic travel experience at Auckland Airport and that's what we're focused on delivering," said Auckland Airport General Manager Infrastructure, André Lovatt.

The first \$30 million stage of the project is expected to get underway in early 2022, relocating important back-of-house infrastructure that

lies within the footprint of the planned domestic hub. This will include demolishing the eastern baggage hall and relocating key utilities and the airport operations centre.

"The construction of a new domestic facility closely integrated with our international safe travel zone operations will provide a seamless journey between major New Zealand destinations and our global air connections. For Auckland-based travellers, a new transport hub with upgraded pedestrian, transport links, and car parking will offer a smooth connection into the terminal building," said André.

"We previously had around 30,000 people arriving and departing at the international terminal every day. That's fallen by around 97%. We're taking

advantage of the downturn where we can to clear the site, while bringing forward upgrades of core utilities critical to the functioning of the airport while passenger numbers are low."

Beyond demolition, the next major phase of the \$1 billion-plus domestic hub will be determined by a range of factors including the speed of aviation's recovery.

*It is important to set the wheels in motion now in preparation for aviation's recovery.*

André Lovatt,  
General Manager  
Infrastructure



## Refreshed Plan

Recognising the uncertainty around future aeronautical demand, our people also carried out significant work in the 2021 financial year to reprioritise and reset our infrastructure development programme.

Our refreshed plan reconfirms our commitment to our key anchor infrastructure projects, but restarting some of these developments will be determined by the longer-term recovery in aviation and we will align construction with growth in demand

As part of its reset, Auckland Airport is continuing to advance four anchor projects as part of its wider infrastructure programme:

- \$160 million in upgrades to roading and new transit system (Northern Network and SH20B improvements)
- \$1 billion-plus new domestic hub
- Approximately \$200 million transport hub
- Around \$75 million in ongoing upgrades to the existing domestic terminal.

Anchor projects that remain on hold are:

- Expanded international airfield and taxiway capacity
- New cargo precinct
- New international arrivals area
- Second runway.



# Fashion outlet centre planned for airport precinct

**500** New jobs

**100** stores and food outlets

More than **23,000m<sup>2</sup>**

Auckland Airport has unveiled plans to develop a quality outlet centre on the edge of the airport precinct, generating more than 500 new jobs across more than 100 stores and food outlets.

Mark Thomson, Auckland Airport's General Manager of Property and Commercial, said there was a significant gap in the market for a purpose-built fashion

outlet centre and the airport had been exploring the concept for several years.

"We are pleased to be introducing this development to Auckland. It will be the first of its kind in New Zealand, offering an exciting new shopping experience for Kiwis and travellers arriving to and departing from the airport.

"Fashion outlet centres are well-established internationally, particularly at international airports like Auckland Airport. There is also a strong strategic fit - we believe focusing on a development that is anchored in the domestic market will strengthen our business, while also creating a point of difference and enhanced travel experience for visitors to Auckland," Mark said.

Outlet centres have opened near airports in cities like Brisbane, Perth and Vancouver, offering sought-after premium and lifestyle brands to consumers at often heavily discounted prices.

Mark said the centre, to be located on undeveloped land on the north eastern edge of the airport precinct, will offer a net lettable area of more than 23,000m<sup>2</sup>. The development will be underpinned by sustainable design principles, with Auckland Airport targeting Green Star design and build. It will also have a modern and distinctive New Zealand feel, providing strong connections between indoor and outdoor spaces.

Careful precinct-wide planning and ongoing investment in transport will continue to prioritise terminal-bound traffic and enable public transport, creating a

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Mark Thomson, General Manager of Property and Commercial

seamless travel experience for all visitors to the precinct. Outlet centre opening hours will be timed to avoid flight schedule peaks.

"Many New Zealanders will be familiar with visiting this type of bespoke fashion outlet shopping centre on trips overseas," said Mark. "Our development will look to focus on a popular range of brands that will complement the existing mix of retail we have here at Auckland Airport, providing visitors to and workers in the precinct more variety and choice.

He said major phases of development would be influenced by the strength of the retail market and the recovery of aviation.

"There's still work to do in order to bring this project to life, but we have an extraordinary site and design, the investment fundamentals are strong, and the support from retailers and consumers for this concept has been very encouraging."

**\$160m**

Investment in roading upgrades, including inner terminal roads.



New high occupancy vehicle lanes, shared pedestrian and cycle paths

**45 mins**

Average journey time from Britomart to Auckland Airport on public transport.

# Transport upgrades push forward

Both the northern and southern entrances to the airport precinct have benefited from significant upgrades that will serve the needs of road users and the Auckland region well into the future.

Auckland Airport is investing around \$160 million in these projects, including upgrades to the inner roading network. We recognise disruption on the roads can be frustrating and we are committed to completing these projects as soon as possible.

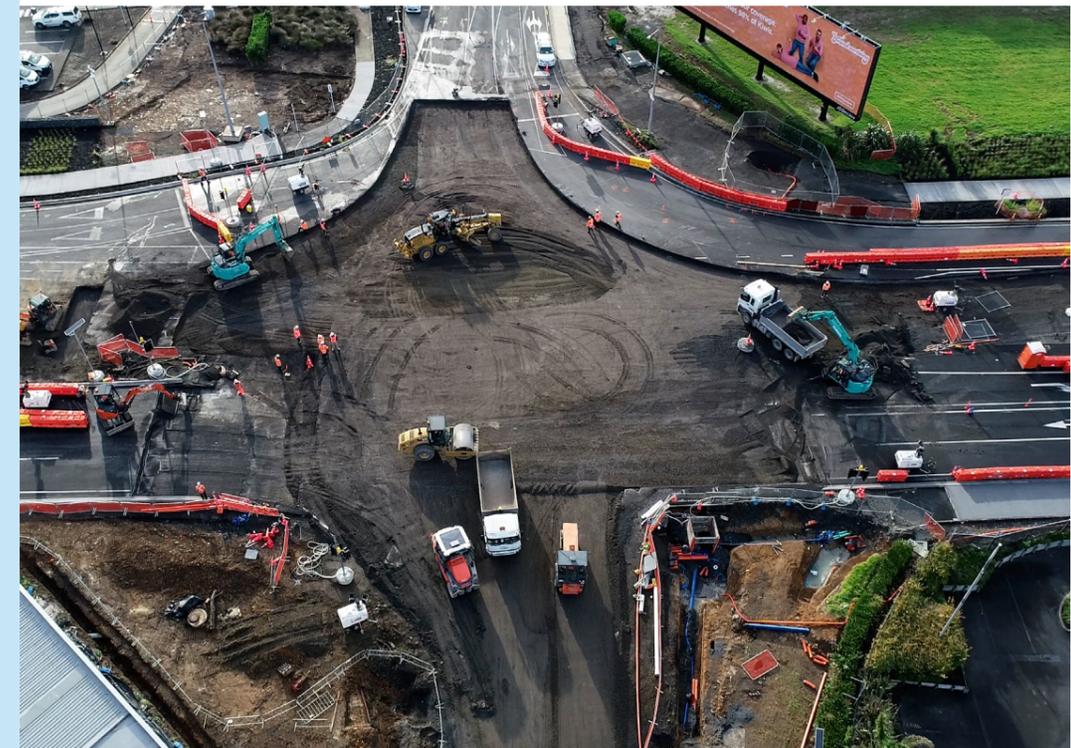
To the north, we continue to progressively complete work on our \$100 million-plus Northern Network anchor infrastructure

roading project, with the majority of works to be completed in October 2021. Along with other maintenance upgrades, this project was prioritised to provide long-term resilience to the transport network and key services while taking advantage of reduced traffic to complete the project and minimise disruption to road users.

Northern Network includes key improvements such as a new one-way exit road system for the international terminal, and the widening of George Bolt Memorial Drive to include high occupancy vehicle lanes with shared pedestrian and cycle paths alongside and new wayfinding gantries overhead, as well as major services upgrades to support the operation of the airport.

"We know how important the George Bolt Memorial Drive upgrade is in creating a resilient and reliable linkage between the airport and the central city. By widening the road, we're increasing its capacity, resilience and supporting public-transport options," André Lovatt, General Manager Infrastructure said.

To the south, Auckland Airport's joint project with Waka Kotahi/ NZ Transport Agency (NZTA), Auckland Transport, and mana whenua Te Ākitai Waiohū on SH20B is adding mass-transit lanes, with Auckland Airport contributing \$32 million to the project. The upgraded SH20B connects to a new bus/rail interchange at Puhinui Station, providing a 45-minute public-transport service between Britomart and the airport.



Architect render

# Airfield pavement renewal takes off during downturn

The pandemic has provided an unexpected window for Auckland Airport to accelerate maintenance work with fewer flights making it safer, easier and more cost effective to bring forward scheduled projects.

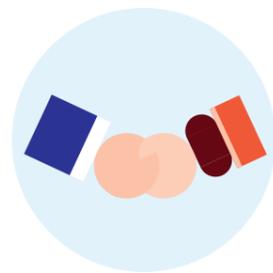
365 concrete slabs replaced  
 15,000m<sup>2</sup> of asphalt  
 150-strong construction team

Last year, Auckland Airport embarked on a three-year period of pavement renewal throughout the airfield. To date this work has seen 365 concrete slabs and over 15,000m<sup>2</sup> of asphalt replaced across the airfield's runway, taxiways and apron.

The downturn in aircraft movements also provided an opportunity to replace sections of the runway in two tranches. The first took place at the eastern touchdown zone, involving the replacement of 280 half-metre-thick slabs of concrete. This project created 150 jobs and took 11 weeks to complete by August 2020.

After the completion of the eastern section, attention moved to the western touchdown zone and the replacement of a further 83 slabs. A 150-strong construction team worked on the project which was completed in December 2020.

Around the international terminal, a \$7 million upgrade to the airfield fuel network is well underway.



## Construction Careers Taking Shape

Getting local high school students into a career in construction has taken a step forward with the establishment of a renovation hub at Auckland Airport.

In a unique collaboration between eight schools, Auckland Airport and other construction-based businesses, industry training organisations, and local and central government, the Ara house renovation project is giving students their first taste of working on a building site.

Sarah Redmond, schools' engagement manager for the Ara Education Charitable Trust, based at Auckland Airport, said teams of students undertaking trades-based study at school take houses earmarked for demolition and turn them back into liveable homes. Not only does it provide hands-on experience, with the construction industry generating up to 50% of the waste going to landfill, but it also brings wider sustainability benefits.

"Renovating an existing house allows students to work in all the trades – everything from plumbing in a new bathroom to reglazing windows – while experiencing what it will be like to work on site in real life. We're working to upskill our young people, so employers are really keen to take them on for apprenticeships," said Sarah.

"It's also about smoothing that tricky transition from school through to work by stitching together the different education providers, businesses and government agencies that can support our young people."

Within the project there is a specific programme aimed at boosting the number of Māori and Pasifika women taking up work

opportunities in the construction sector.

"Again, it's about supporting these young women so they can successfully move into the workforce, as well as opening their eyes to the breadth of job opportunities in this sector. It's an exciting industry with so many different, and well paid, career paths. We're also hoping that from this we can be part of the solution to raising household income levels in South Auckland."

And as Auckland Airport looks to the future restart of its infrastructure programme, these young people will form the talent pipeline needed for the construction projects.

# Adapting airport operations to meet New Zealand's needs

As COVID-19 sent much of the world into lockdown, the virus quickly pushed Auckland Airport in new and challenging directions.

"The world changed overnight and we had no choice but to change with it," said Anna Cassels-Brown, General Manager Operations. "Safety and security always comes first for us. We recognised early on that we would need to make big changes inside the international terminal in order to safely reconnect families and bring international travellers home," Anna said.

"Well ahead of travel bubbles with Australia and the Cook Islands we were working closely with government border and health agencies, airline partners, ground handlers, cleaning companies and transport operators to rethink the future of travel at Auckland Airport," Anna said.

The team envisaged a bold solution: the development of two separate and virtually self-sufficient international terminals contained within one existing building, including constructing a brand-new arrivals processing area out of a ground-floor international zone previously used for bus operations.

### Putting customer care first

Auckland Airport's Operations Performance Delivery Manager Mark Wilson, who jointly led the project, said teams prioritised travellers' comfort and health

and safety while rethinking every detail: how to reorganise the layout inside the terminal to prevent high-risk travellers from interacting with low-risk travellers; providing access to food and drink to high-risk travellers transiting through New Zealand; supplying personal protective equipment (PPE) for staff; what to do with baggage; and how to manage physical distancing.

"We always work closely with our stakeholders, but this was just next level," Mark said. "We repeatedly trialled the terminal split putting 14 flight arrivals through the new process to ensure we got it right. We were on a mission to get this set up and working well for New Zealand and everyone brought that sense of pride to the project."

The split terminal went live on 16 April this year, just ahead of the trans-Tasman quarantine-free travel arrangements being put into place.

"To witness all of those family reunions at the quarantine-free arrivals gate, after so many months of hard work and planning: it was a wonderful moment for the entire airport team," Mark said. "It's

disappointing to see the pause in the bubble but we're hopeful it won't be long before we see travel kickstart again with Australia."

Today the eastern side of the international terminal building, including the food court and retail area, forms Zone A: Safe Travel Area and is used by quarantine-free arrivals and all departures. Passengers do not mingle with those arriving from high-risk countries, and their experience of the terminal is very similar to what travellers were familiar with pre-COVID-19.

A second self-contained zone on the international terminal's western side forms Zone B: Health Management Area, a separate, enclosed airport arrivals processing area, with passengers processed by border agencies before being taken to their managed isolation facilities. Auckland Airport has ensured the care and comfort of transit passengers in Zone B, providing them with access to food and essential supplies, and customer welfare checks.

Craig Chitty, New Zealand Customs Service Manager Passenger Operations at Auckland Airport, said: "The challenges faced by border sector agencies, Auckland Airport, and the wider aviation industry was unprecedented. I have never been involved in such an effective working relationship with public and private sector groups before.

"The expertise and ideas each party could bring to the table quickly established a working model that could easily adapt to changing needs. What it demonstrated to me was that with good people and good communication you can achieve amazing outcomes".

## Supporting through our expertise



When the Auckland Regional Isolation and Quarantine Command Centre (RIQCC) was set up for the managed isolation and quarantine process for Kiwis arriving home, it needed someone with expertise on the aviation sector and the airport operation.

Auckland Airport moved Josh Wright, a 14-year veteran in Operations, into a liaison role with RIQCC. Josh's operational expertise gave RIQCC a thorough understanding of the processes involved in the air, at the border and inside the terminal.

With Josh's help, the RIQCC was better able to access and understand data forecasts, planning information, aeronautical regulations, flight schedules and the requirements of border agencies and airlines.

"The partnership with RIQCC was crucial in making it possible for Auckland Airport to host arrivals in quarantine-free travel," Josh said.

