

IN THIS ISSUE

- ▶ A photoshoot with a difference
- ▶ Top notch international service
- ▶ Chair's address
- ▶ Direct flights to Guangzhou
- ▶ What goes on behind the scenes

Keeping you informed | ISSN 1176-9432

Dreamliner lands in Auckland



Auckland Airport got their first taste of the future of aviation when the Boeing 787-8 – branded the Dreamliner – touched down in November..

Air New Zealand's Chief Pilot Captain David Morgan was on board for the test flight, alongside more than 30 Boeing staff, as they tested the aircraft's performance on its direct flight from Seattle's Boeing Field Airport.

The Dreamliner promises improved passenger comfort and 20 per cent greater fuel efficiency, as well as fewer emissions when compared with similar sized aircraft. It

can fly with high cabin pressure, meaning those passengers who have deep vein thrombosis or who get dehydrated will be much more comfortable.

The first delivery was made to All Nippon Airlines in September and Auckland Airport will see it in service here next summer season with Continental Airlines, with Jetstar in 2013 and Air New Zealand in 2014.

Boeing spokesman Ken Morton said that 821 planes had been ordered at a cost of about NZ\$186 billion.

Meet.Meet.Free

Why hold your business event somewhere boring? Especially when you could be just a hop skip and a jump from the Great Barrier Reef.

Tropical North Queensland's leading conference and accommodation venues are offering FREE accommodation for all delegates for the final night of their conference or meeting.

The Meet.Meet.Free! offer is also available for residential conferences of two days/three nights' duration or longer, as long as they have at least 20 guests (10 rooms) and the conference is held before March 31, 2012.

Participating resorts are located in Cairns, Palm Cove and Port Douglas and include the region's most prestigious properties and brands such as Rydges, Shangri-La, Peppers, Novotel, Sebel, Pullman, Hilton,



Sheraton, Sea Temple and the iconic Reef House.

Virgin Australia is also offering special group airfares from Auckland during this period.

For further information call +61 7 4015 1239 or visit www.busiensseventscairns.org.au/ specials.

**Bookings are subject to availability and individual hotel conditions, with a block-out period applying from December 19, 2011 to January 14, 2012.*

Latest new property

CEVA Logistics is the latest company to join the recent surge in property development at Auckland Airport.



The global freight and logistics company has facilities in more than 170 countries around the world and their new building in the Airport area is due to be completed in June 2012. The building will be in the Landing precinct and will include a large warehouse, an office and an expansive canopy.

New Zealand Country Manager for CEVA Grant Lowe says the company is delighted to be moving into the Auckland Airport Business District.

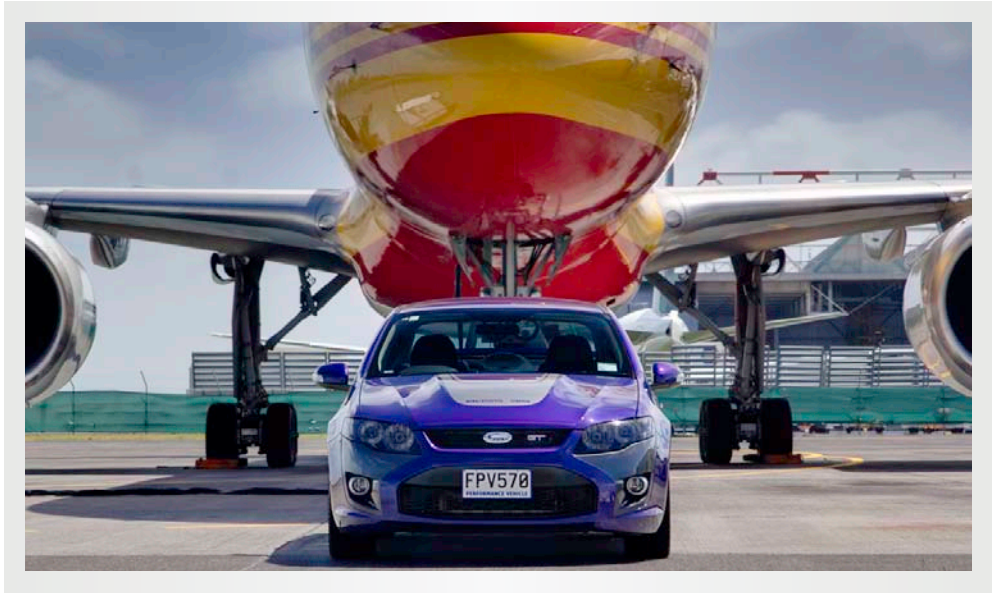
"Benefits of the move for our business include a secure environment with flexible options for future expansion. Being on the door-step of the largest transport hub in the country will also enhance coordination of goods to meet our customers' expectations in terms of cost, speed, reliability and security."

Auckland Airport General Manager Peter Alexander says a recent report shows around 54 per cent of Auckland's total workforce is now within a 30-minute commute from the airport.

"It's that proximity that is attracting many businesses to locate here, not just proximity to the airports national and international connections, but also proximity to staff and other amenities such as hotels, food, beverage and recreational facilities."

www.cevalogistics.com

A photoshoot with a difference



David Barratt thought he'd taken the competition brief a little too far when he said he wanted to get a photoshoot of his car in front of a DHL aeroplane at Auckland Airport.

The Facebook competition was run by Final Touch, a stone chip repairs and valet company that sponsors David's 'NZ Ford Enthusiasts' club. All he had to do was post a picture of his car along with his suggestion for a "hard to accomplish" photo shoot.

"I was totally amazed when I won," David says. "There were so many great entries and I figured that my photoshoot would be too hard to pull off so they wouldn't look at it."

After all, you can't just drive onto airport

property and take a few snaps. Once David's entry was picked as the winner, he needed the help of DHL Express, Tasman Cargo and Auckland Airport Aviation Security to get the necessary authorisation.

"I wanted to have it shot in front of the DHL plane because I have worked for them for just under 21 years and thought it was a great way to thank DHL for all they have done for me over the years and how proud I am to be working for them."

David is really happy with the final photos and says he would like to thank everyone who was involved in making the shoot happen for him: Final Touch for putting up the prize; Victor Yuen Photography; and NZ Ford Enthusiasts Forum.

A community effort

Creating the World's Friendliest Welcome involved many aspects of the local South Auckland community.

The 22 huge word installations were part of the wider HeART of the Nation programme and were placed in farmland and parks under the international and domestic flight paths.



Students from Mission Heights Junior College, the eventual winners of the World's Most Friendly Welcome competition.

Installing the words involved solving a number of potential snags, including wet and soggy ground, windy conditions, the potential for the grass to die underneath the words, and bovine disruptions. And then it was time to get the local schools involved.

Within weeks, 22 schools had taken up the challenge, researching and studying the country whose welcome they were creating.

Mission Heights Junior College won the competition and says the project was driven by their student council, drawing in 200-plus students every day. Specific care was taken not only in the overall design but also with the materials used. For example the students created the bush in their design from more than 1700 hand-made flax flowers.

Now that the programme has been completed, Auckland Council and GeoEye have worked to gather images of the words via a satellite 680km above the Earth. A selection of these words will now be used to make up a unique welcome from our small country to the world.

Give yourself a pat on the back



The Rugby World Cup was a success not only for the country and for the All Blacks, but also for everyone who worked to ensure everything went smoothly at the airport.

Auckland Airport Chief Executive Simon Moutter says the list of people to thank is enormous: the border agencies, the airlines, the retailers, the food & beverage suppliers, the Police, the ground handlers, the cleaners, taxi drivers, RWC 2011 and Auckland Council, the volunteers and of course the passengers themselves.

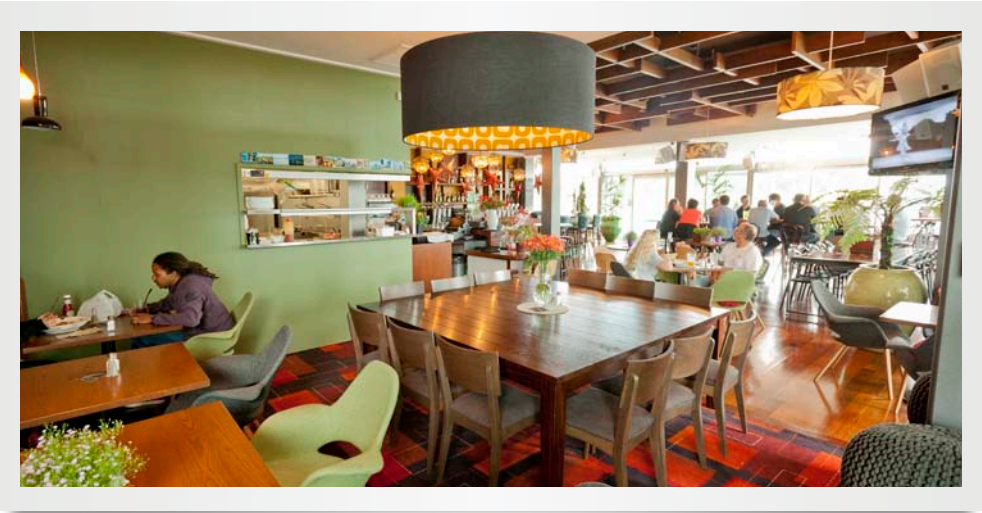
"While the airport dealt with huge numbers of people on some days, nobody 'dropped

the ball'," Simon says. "I'm proud of everyone involved. It was great to see the years of careful planning pay off."

Interesting facts:

- On October 15, Auckland Airport agencies and airlines processed 13,000 arriving international passengers in a single day. Ninety-five per cent of these passengers were processed in under 31 minutes, with an average of 15 minutes.
- On October 23 there were 21 corporate jets parked on the airfield.
- On October 24, the day after the final, Auckland Airport agencies and airlines processed 15,000 departing international passengers in a single day. Ninety-five per cent of them were processed across the border in under eight minutes. In fact the average was just under four minutes.
- The airport managed nearly 880,000 international arrivals or departures during the event.

Top notch international service



There’s a new kid in town underneath the Formule 1 Hotel – Szimpla Gastro Bar and kitchen.

With its Kiwi-chic décor and a “nowtro” feel, Szimpla Gastro Bar’s indoor and outdoor living areas are the perfect place for a casual drink and a meal, or book out the 20-seat boardroom table for that important business meeting.

There’s free wifi for all customers, and all big sports games are shown live.

Delicious food is served daily from 10am until 9pm, including a scrummy brunch

offering, while a fantastic outdoor area and a summer barbecue are coming soon.

Drop in and experience top notch service at the hands of Szimpla Gastro Bar’s international team. Hand in your business card and you’ll get information about the upcoming VIP Club launch.

A set menu and platters are available for Christmas functions, but you’ll need to book in quick to reserve your space.

Szimpla Gastro Bar
2 Leonard Isitt Drive
(09) 215 1220, info@szimpla.co.nz

Chair’s address from Joan Withers

Auckland Airport has defied the numerous challenges that have buffeted travel and tourism during the past year to deliver an excellent result for the 2011 financial year.

After a period of relatively flat profitability, we delivered a 15.1 per cent increase in underlying profit, taking it to \$120.87 million, driven predominantly by income increasing to \$397.72 million, up 9.5% on last year.

These results were well ahead of the guidance we issued at the end of the 2010 financial year and did not occur by accident. They are the outcome of a concerted emphasis on executing the growth strategy we first outlined publicly in early 2009.

Auckland Airport’s approach in the past couple of years has been to target airline operators and persuade them to service routes we have researched and determined as providing a sustainable opportunity. Results in this area have been game-changing and have benefited all four airports.

The 2012 financial year is going to be another big 12 months for Auckland Airport.

The board and management team is focused on achieving a successful 2012 financial year and at this stage we expect



net profit after tax (excluding any fair value changes and other one-off items) to be in the \$130 millions. We make special note of our caution around any potential long-term implications from the existing volatility in global financial markets.

Looking even further ahead than next year, in our annual report we have outlined a set of longer-term aspirations for our business. They definitely aren’t a guide to the market, but they do give shareholders a glimpse of the scale of the ambitions that we collectively have for this business.

Ultimately, our aim is to build a great New Zealand business recognised as a world-leader in creating value from modern airports.

Read the full Chair’s Address at www.aucklandairport.co.nz

More seats to Seoul

First there was the announcement that Korean Air was increasing the number of flights between Auckland and Seoul to 10 times per week for the peak season. Now the airline has announced it will be using the larger Boeing 747-400, adding 30 per cent more seats during the peak season.



The latest Inbound Visitor Survey results show Korean tourists on average spend six days in New Zealand and are ranked second by expenditure, spending \$3,680 per visit – 50 per cent higher than the average visitor spend of \$2420.

According to Glenn Wedlock, Auckland Airport General Manager Aeronautical Commercial, this is another signal of strong positive demand from high growth Asian markets for visiting New Zealand this summer, and the early capacity increase is great for the travel trade and consumer joint promotions recently launched in the market.

“We’ve been working hard over the past three years to promote the opportunity, and specifically working alongside Tourism New Zealand and Korean Air to market New Zealand as a destination in Korea.”

Korea is New Zealand’s seventh largest inbound tourism market by arrivals and expenditure – just behind Germany and ahead of Canada. Korean tourists inject approximately \$200million into New Zealand’s economy each year.

www.koreanair.com

133,000

The number of people who ticked the box on their arrivals card to say they were in NZ for the Rugby World Cup.

Welcome to the Givenchy world



DFS Duty Free have enjoyed a number of successes with Outpost activations at Auckland Airport and now passengers going through duty free get a special introduction to the Givenchy world through a new kiosk.

The star of the unique “boutique shop” is Dahlia Noir, the label’s newest scent created by Riccardo Tisci, Givenchy Couture’s artistic director. Dahlia Noir has only been launched in a limited number of countries and offers customers the chance to discover the quintessence of Givenchy style.

A collection of Givenchy Couture gowns brought in from Paris welcomes customers

into the Givenchy world and invites them to enter the “Magic Box” competition – pick a box and get a chance to win either a sample, a Dahlia bracelet or luxury 5ml miniature and a candle.

Customers who indulge themselves by buying two large Givenchy fragrances, including a Dahlia Noir, receive a complimentary Parfums Givenchy bag.

You’ll find the Givenchy kiosk in the airside duty free shopping area in the international terminal.

www.dfs.co.nz
www.givenchy.com

A show of appreciation



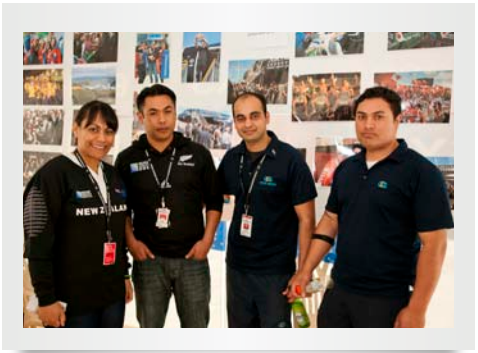
Keeping Auckland Airport running smoothly during the Rugby World Cup was not a one-person job. It wasn’t even a one-team job. Staff from throughout the airport, as well as from customs, MAF and Aviation Security, were all involved in making that busy period such a success, many volunteering their time to make it happen.

It was only appropriate then, that once the festivities were over – but before the winning glow wore off –they received recognition and a big thank you for all their time and effort.

So Dale Ashworth and Fili Leasuasu organised a bit of a thank you party. About 70 people gathered for drinks and nibbles and a few words of appreciation from

stakeholders such as the airlines, MAF, Customs and AvSec.

“Everyone did a fantastic job,” Dale says, “and gave a lot of their time, so we really just wanted to say thank you.”



Joining forces

Tourism New Zealand and Jetstar are joining forces to encourage more visitors from Australia, Singapore, Japan and across the Asia region.



The three-year, \$9 million marketing deal combines TNZ’s strong destination branding with Jetstar’s low fares for a range of joint brand, promotional and tactical campaigns, consumer events and print, online, TV and social media activities.

Jetstar Group Chief Executive Officer Bruce Buchanan says the investment highlights New Zealand’s importance to the airline’s growing network.

“Jetstar is now the largest low cost airline in the Asia Pacific region by revenue and our low fares have the potential to open New Zealand up to a whole new generation of travellers.”

The airline’s Singapore hub connects to 25 Asian destinations, making New Zealand an increasingly accessible holiday destination for an emerging middle class in China, the Philippines, Thailand and Indonesia.

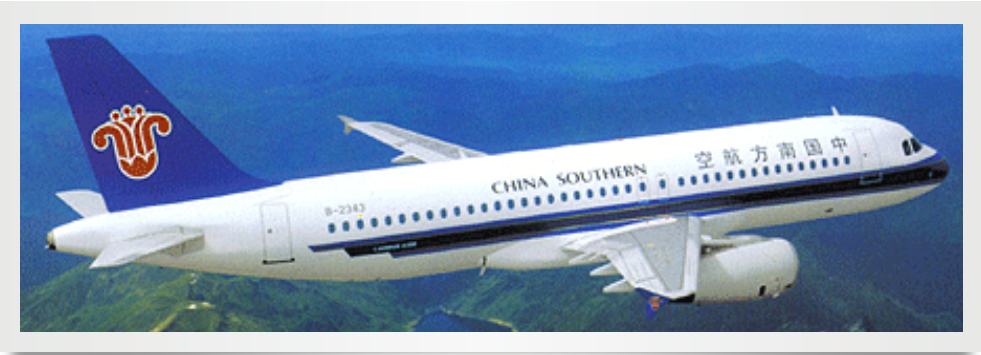
Tourism New Zealand Chief Executive Kevin Bowler says the joint investment presents a significant opportunity for the New Zealand tourism industry.

“Through this partnership we can achieve greater and deeper reach with our campaigns and it allows us to combine our skills, expertise and resources across our organisations.”



The increase in the number of South Africans arriving at Auckland in October compared to 2010.

Direct flights to Guangzhou



China Southern Airlines is doing their bit to strengthen trade and tourism ties between New Zealand and China with daily direct flights between Auckland and Guangzhou.

Previously the airline was running three flights a week and the increase will add 90,000 passenger seats a year to the route.

Pat English, New Zealand Consul-General and Trade Commissioner for New Zealand Trade & Enterprise in Guangzhou, says China is New Zealand's second largest trading partner.

"We hope to double two-way trade with China to \$20 billion by 2015. Currently more than a third of New Zealand's exports to China are destined for Guangdong province and surrounding provinces, so daily flights will help open doors for more New Zealand businesses."

Glenn Wedlock, Auckland Airport's General Manager Aeronautical Commercial, says increasing air connections to high-growth

markets such as China is essential for New Zealand's economic success.

"There is a proven link between regular air services and economic growth, and it's predicted that this increased direct service to Guangzhou will boost New Zealand's economy by an estimated \$100 million from in-bound tourism," he says.

The increased service will also help push China ahead of the United States as New Zealand's third largest tourism market.

China Southern Airlines is the world's third largest airline in terms of passengers carried. The airline flies to 121 destinations and has a fleet of 422 aircraft.

To celebrate, China Southern is offering some fantastic economy and business class prices to Amsterdam via Guangzhou, or simply return to Guangzhou itself. The deals are available through www.destinationchina.co.nz or your local travel agent. www.csair.com/en/

In-terminal advertising

You may have noticed some innovative promotions at Auckland Airport for a number of advertisers during the Rugby World Cup period. You can thank Eyecorp for facilitating them.



1Above Aerotonic flight beverage: This world-first product that combats the effects of jetlag, popped up in several places around the international terminal as part of a roaming promotion.

Adidas Licensed Concept Store: You may have found yourself following the Stand in Black triple stripe decal on the floor in the international terminal ... straight to this concept store.

Kiwi Discovery: This retailer took their reputation for retailing quality New Zealand products around the airport with their roaming promotion.

Vodafone: In order to announce their new landside arrivals store in style, the telecommunications company carried out a roaming "welcome" promotion.

All of these promotions have added to the general buzz and rhythm of the airport over the past few months, as well as enabling these retailers to provide a targeted promotion to passengers beyond their traditional lease lines.

Eyecorp have a broad range of advertising products and opportunities to connect with passengers as they travel through Auckland Airport's domestic and international terminals, as well as the main corridor access through the external Airport precinct.

For more information please contact Donna Hawken on 307 4058 or email to donnahawken@eyecorp.co.nz

Beach shopping

Summer is always a most welcome visitor at this time of year and we are all hoping it will stick around for some quality holiday time.

The season also brings out the beach babe in all of us, and now you can get everything you need for the beach at the new beachculture store at Auckland Airport Shopping Centre.

Beachculture is already the home of coastal cool at all major airports in Australia, New Zealand and Fiji and has been at Auckland Airport since 2000. It opened its first New Zealand store in 1991 and has now opened



its fourth, situated on the corner of George Bolt Memorial Drive and John Goulter Drive.

So now you can pop in during your lunch break for a bit of Christmas shopping, or just to spoil yourself for the holidays.

www.beachculture.com.au

Christmas cheer is almost here

The applications are in and now it's time to select the 12 charities that will receive a slice of the \$120,000 Auckland Airport is giving away in its 12 Days of Christmas promotion.

The giving begins on December 13 and continues until Christmas Eve, so keep an eye on www.aucklandairport.co.nz for profiles of the winners.

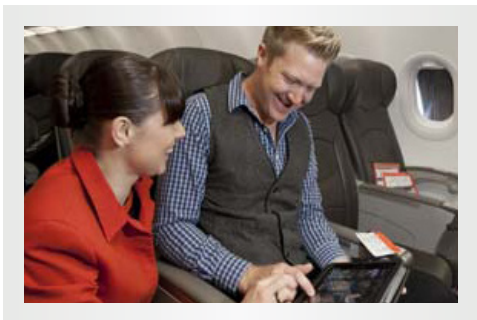


The future of inflight entertainment?

Passengers on Jetstar flights can now view their in-flight entertainment on iPads, after the company became the first airline to offer tailored technology for the device.

On flights of more than two hours duration, customers will be able to hire an iPad from \$10 to \$15 per flight. They can watch the latest release movies, TV shows and music, as well as a line-up of latest generation games, e-magazines and e-books.

The first Jetstar flights to offer iPads took off from Auckland in early November and the



airline says it will initially roll out 3000 iPads with plans to increase that number.

What goes on behind the scenes

It's easy to forget how many people and services are involved in keeping Auckland Airport running smoothly. The numbers are staggering! Here are a few little-known facts about what goes on behind the scenes.

In a six-month period ...

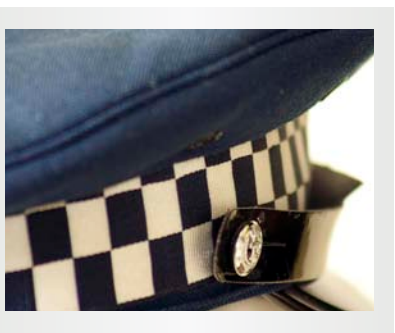
- 4771 items of lost property were handed in but only 1770 people reported losing something. The most unusual? A set of dentures.
- 123,700 inbound calls were received in operations.
- 612 pens "on chains" at check-in, departures and arrivals had to be replaced because of theft.
- 924 people required medical assistance from our AES.
- Over 500 tonnes of paper and 100 tonnes of glass were recovered and recycled.
- Over 2000m³ of rainwater was harvested

from the terminal roofs and used in our cooling towers.

- Over 500,000KW per hour of energy were saved through the Airport's energy efficiency programme, the equivalent to 80 tonnes of carbon dioxide not being emitted into the air.

In other numbers...

- 3175km of toilet paper is used in each calendar year
- Ride-on machinery to clean the floors travels 60km each night, that's 21,900km each year.
- The cleaning staff cover about 7km each on foot, per shift. That's 99,000km each year.
- To complete one cut of the Airside grass a tractor must travel 193km.
- Auckland Airport has a garden area of more than 50,000m², more than all the public garden space in the South Waikato District, but not quite as much as the Gore District.



The airport police: Keeping Auckland Airport safe

Well what a success the Rugby World Cup 2011 was. Not for the admittedly strong performance of the All Blacks, but that of the All Blues – or as you may know us, the Airport Police.

Our focus throughout was to make the event a memorable one for home fans as well as those choosing to arrive into the gateway of New Zealand -Auckland Airport.

The long-term planning and multi-agency relationships that we share with our border colleagues worked extremely well and on the rare occasion that we were tested we responded well and got the right result.

It was outstanding to work with so many diverse groups and the Pacific Island welcomes for their respective teams were highlights!

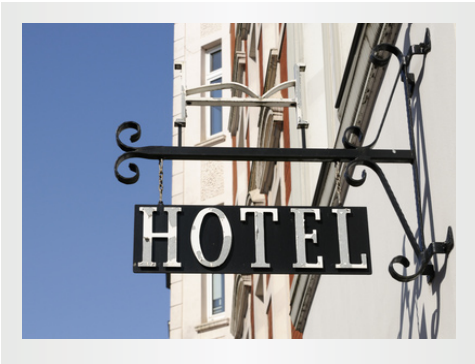
Due to the RWC our long-awaited station move did not take place but we have now relocated onto Cyril Kay Road – opposite the new AVSEC HQ between the International and Domestic Terminals.

The new police station enables us to future-proof while operating across the whole of the airport environs.

Our next challenge is the annual one, and one that is replicated across the world of aviation – Christmas. As usual we ask for everyone's patience and that they enter into the spirit of the season.

Take care of one another and help us to make Auckland Airport one of the safest airports in the world.

A new hotel booking platform



Last year alone Jetstar carried almost 20 million passengers and the airline is now developing a hotel booking platform

that gives accommodation suppliers the opportunity to access that database.

Jetstar says the platform will offer a property portal with strong flexibility and connectivity to third party systems, a simple commercial model with low flat-rate commission and a dedicated support team to provide assistance.

The airline is seeking expressions of interest from accommodation suppliers interested in joining this exciting business development project.

For more information contact Tina De Angelis at tina.deangelis@jetstar.com

