

Airport Times

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A top 10 airport in action



We're extremely proud that we've made it into the list of the world's top 10 airports for two years running and we're sure you are too.

But we want to ensure we can retain our place and that's where you come in.

The Skytrax World's Best Airport Awards are based on passenger choice and we are relying on your support to log on to help keep Auckland on the list.

All it takes is a few clicks for you to fill out the World Airport Survey and vote for Auckland. And in return, you will also go into the draw to win an iPod Nano 16Gb – so it's a pretty good reason to enter.

Auckland Airport came ninth in the 2009 awards and 10th the year before. To top that off, it has also held the title of best airport in Australasia for the past two years.

Marketing manager Sarah Aldworth says the airport has done amazingly well, achieving such a high ranking on a very competitive global scale.

The World Airport Awards cover more than 200 airports worldwide and are based on the results of surveys completed by over 10 million airport visitors.

So what are you waiting for? Go to <http://worldairportsurvey.com/svyAPP/airport2011.htm> and place your vote today.

Baseball star welcomed

Curtis Granderson normally calls New York's Yankee stadium home. But the special welcome he received at Auckland Airport helped make him feel right at home here, too.

The 29-year-old Yankees centre fielder was greeted by a group of Maori dancers who honoured him with a traditional welcome to New Zealand when he arrived here last month.

Granderson, a rising star in the baseball world, was in New Zealand on a whirlwind visit to raise the profile of the game as part of his role as a global baseball ambassador

to youth, and to help promote our country in the United States.

During his stay he held a series of baseball clinics in Auckland and taught some tricks to junior players in the lead-up to the Oceania Tournament.



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Nothing says summer like Gelato

Nothing says summer like delicious, light gelato ice cream, and now you can indulge at Auckland Airport.

The iconic gelato store has opened a funky new kiosk just after security on level one, and includes a real Vespa as part of its display. Check out the yummy flavours ranging from popcorn or green apple to kiwifruit – which one will be your next favourite?

If you haven't had a gelato at Valentino's this summer, make sure you stop by the shops to sample one of their award-winning flavours.



Up, thanks to Asia

International passenger movements went up for the year ending November 2010, rising 3.8 % thanks to strong Asian growth.

Auckland Airport supports the arts



Whether you appreciate the finer points of art or you like to sit back and be entertained, the Auckland Arts Festival has something to suit everyone.

Auckland Airport is a proud sponsor of this year's festival, which kicks off on 2 March with a dazzling programme of more than 75 arts and entertainment events.

Packed into 19 days, the event is a feast of theatre, dance, music, cabaret, exhibitions, family events and more, featuring some of the finest local and international artists and companies.

There is also an exciting line-up of music and

cabaret centred on the Festival Garden, a strong education programme and an array of free events including Family Day on 13 March when Aotea Square will be transformed into a kid's carnival.

This year's highlights include the enchanting Water Puppets from Vietnam, the Manganiyar Seduction from Rajasthan, a new production Smoke & Mirrors from the producers of last year's hit La Clique, and a passionate Latino retelling of Homer's Odyssey, La Odisea by Bolivia's pre-eminent theatre company.

Head to www.aucklandfestival.co.nz to find out more.

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AUCKLAND ARTS
FESTIVAL 2011

2 - 20 MARCH

CORE FUNDERS

Competition winners announced!



Ralph O'Hara couldn't have picked a better weekend to go to Queenstown.

The Glen Innes resident was one of eight winners of Auckland Airport's weekend getaway competition to the adventure destination.

And while he was enjoying the sunshine, Auckland was hit with severe weather. "I saw the flooding in Auckland on the internet," says Ralph, who won return flights and two night's accommodation for two.

Ralph and his partner, Anita, made the most of their stay, taking in the stunning scenery, going on a cruise and eating out in lots of restaurants and cafes. "It's been fabulous. People are so friendly down here."

Meanwhile, another winner, Ellerslie's Darryl Hobman, was excited about his upcoming Queenstown trip. "I've never been there before and I haven't had my holidays yet so it is going to be great."

The eight Queenstown competition winners were: Julie Shaw, Browns Bay; Toral Bhatt, Newlands; Shelley Taylor, Mt Eden; Ralph O'Hara, Glenn Innes; Joanne Johansen, Thames; Laurayne Thomas, Mt Eden; Darryl Hobman, Ellerslie; Brian Wade, Herne Bay.

Lift's Amazing Race!

Get your thinking caps on for Lift's Amazing Race competition in celebration of the travel plan's fourth anniversary on 16 February.

To celebrate the programme's success and the fact that Auckland Airport will be the gateway to the Rugby World Cup 2011, airport staff will be holding an Amazing Race from Eden Park to the airport. *

Three great prizes are up for grabs to staff who correctly guess the fastest mode of transport and the time it takes to cover the

18.3km in peak morning traffic.
Modes include: 1. Bicycle, 2. Carpool, 3. Bus, 4. Taxi, 5. Scooter.
The winners will be announced at 3pm and Auckland Transport's MAXX Team will provide a public transport clinic with information about travel to and from work, and travel options for visitors to RWC.

**Guesses must be emailed to lift@aucklandairport.co.nz before 5pm on Tuesday, 15 February.*

Special delivery

Lucy Thomas helped with a very special delivery late last year.

The insight and advertising manager sprung into action when she realised a woman was in labour on the airport's forecourt, and called the emergency number from an internal phone.

It was the last thing she expected when she took a different route back to her office. "It was like an episode of Fawlty Towers," says Lucy. "[The woman] had four children with her and she was worried about getting two of the wee boys onto a flight. She stopped me and said her contractions were five minutes apart."

Luckily, the airport's customer service team and emergency services crew arrived quickly; the boys were checked in for their flight and an ambulance was called.

Baby Dravius made his entrance into the world as soon as his mother was put into the ambulance.

"Bless her heart I cannot believe how stoic she was," says Lucy. "It was fun. And a lot more calm than I thought it would be – even in the middle of a windy forecourt."



The revamped retail hub



Attention all travellers! The international terminal’s revamped airside retail hub awaits you.

It’s taken the better part of a year, but the area located in the international departures area has been transformed into a place to relax – and partake in some world-class retail therapy.

Favourites such as JR Duty Free, DFS Duty Free, Adidas and Artport have been refurbished and are now joined by high-class brands including Apple, Swatch, Moët and Chandon, MAC Cosmetics and Icebreaker.

The hub was officially opened in December

at a special ceremony that saw Auckland’s Mayor Len Brown and Associate Transport Minister Nathan Guy unveil ‘Pou Manawa’ – the tree-like structure and centrepiece of the area.

Architecturally designed, Pou Manawa stands nine metres high and its billowing canopy, featuring a cycle of different colours, covers a fabric surface area of 577 square metres.

General manager of retail and commercial Adrian Littlewood says the installation will become a memorable feature for everyone who passes through the airport.

Silver sustainability



Auckland Airport is leading the way when it comes to sustainability. It is now the second airport in the world – after Kuala Lumpur – to achieve Earthcheck’s Silver certificate.

Auckland Airport signed up to Earthcheck, a global sustainable tourism certifications scheme, in March last year.

Efforts to minimise waste, conserve water and use energy efficiently as well as benchmarking reports and on-site audits saw the airport move from Bronze status to Silver in December.

“It’s an excellent result,” says Martin Fryer, the airport’s sustainability advisor.

He says the airport has taken the approach that sustainability should be part and parcel of how the airport operates as a business. “It’s not an add-on and certainly not just another word for environmental management.

“Having gone through the audit process I’m convinced Earthcheck is the right choice for any tourism business that understands sustainability is about their social, economic and environmental performance and is a long term commitment.”

Sister cities get even closer

Auckland and Guangzhou are already sister cities, but their relationship is about to get much closer.

Two months from now, China Southern Airlines will start flying between Guangzhou – a major transit hub 120km north-west of Hong Kong – and Auckland, three times per week.

Starting in early April, the new service will add 88,000 more seats per year into New Zealand than are currently available.

Auckland Airport’s chief executive Simon Moutter said better connections to the city are critical for trade and tourism. “With these new services from Asia’s largest carrier China Southern Airlines to China’s second largest airport Guangzhou, we open up a vast range of new opportunities for New Zealand.”

He expected the new services to inject NZ\$50 million (\$37.5 million) into New Zealand’s local visitor economy alone.

Auckland Mayor Len Brown adds: “As sister cities, Auckland and Guangzhou already have a very special relationship and this announcement reinforces that.”



Just another day at Auckland Airport

The cleaners prove why this airport has been voted one of the top 10 airports in the world two years running.



Sleep over at our place!

If you need to spend the night at the airport, you can rest assured that ours is a great place to bunk down. The website www.sleepinginairports.net has rated Auckland Airport as the seventh best in the world for sleeping over.

The website makes the lists based on contributor feedback and surveys that take into account comfort, conveniences, cleanliness and customer service.

It also offers tips on how to survive at airports, using advice from its dedicated travel community, which shares airport sleeping experiences and travel advice with fellow airport sleepers around the world.

“Why spend money on a night in the airport hotel when an inflatable raft on the airport floor is free,” says the website, which has been running for over 14 years.

Singapore was the top airport for 2010, while Paris’ Charles de Gaulle (CDG) was named the worst in the world.

Auckland Airport received special recognition for its sleeper-friendly facilities both airside and landside.



A step closer to Taiwan



It’s official. China Airlines has restarted its services to New Zealand after a 10-year absence, making the trip to and from Taiwan much more convenient for travellers.

The Taiwanese carrier resumed flights to our skies at the beginning of January, flying three times per week from Taipei to Auckland via Brisbane.

Auckland Airport’s chief executive, Simon Moutter, says the new service is one of several developments with Asia that will help connect New Zealand with the region more than ever before.

He says Taiwan is a high growth potential market for New Zealand, and has recently benefited from a change in visa policy that has enabled easier travel by Taiwanese to New Zealand – which has had a positive effect on arrival numbers.

“With a large migrant community in New Zealand, we believe a new service to Taiwan will be a great success and will help open up more of Asia to New Zealand.”

12 days of Christmas cheer

The families of the Pike River miners will benefit thanks to the generosity of travellers who donated to Auckland Airport’s annual cheer fund.

The airport’s 12 Days of Christmas promotion gave away \$120,000 to deserving charities in the lead-up to Christmas.

As one of the beneficiaries, The Pike River Disaster Relief Trust fund has received one of 12 payments of \$10,000 made possible by the generosity of airport visitors, who put their spare coins and notes into the special collection bubbles around the airport.

Other charities who received a slice of the money included Lifeline Auckland,

Kidney Kids NZ, the South Auckland Health Foundation, Citizens’ Advice Glen Innes and Plunket’s car seat rental scheme.

Community sponsorship manager Zella Morrison-Briars says the campaign received more than 400 worthy applications and the committee found it very difficult to choose the recipients.



Happy New Year!

Auckland Airport wishes everyone who is celebrating the Year of the Rabbit a successful and prosperous 2011.



The dawning of the Chinese New Year on 3 February is set to bring a change of pace with the lucky rabbit, which is considered to be especially good for the finances.

It’s a time to sit back and relax, enjoy life, home and family while making more money with less effort.

Chinese New Year celebrations will be taking place all over Auckland, so keep an eye out for events in your area and join in!

To celebrate Chinese New Year Auckland Airport is giving away a trip for two to China! Click here to enter.

WIN a trip to CHINA!

To celebrate Chinese New Year we’re giving away a trip for two to Guangzhou in China. Enter at aucklandairport.co.nz



Airport key driver in economy



A recent study has confirmed Auckland Airport's role as a key driver in economic activity in the Auckland and New Zealand economies.

The study, by consultancy firm Market Economics, says Auckland Airport's contribution to economic activity is expected to increase to as much as 27% of Auckland regional GDP by 2031, up from 21% in 2006 as estimated in an earlier study.

This economic activity will help sustain as many as 363,000 jobs, an increase from 174,000 in 2006.

There is also increasing attention on the airport's 'corridor', a growth node comprised of businesses located at or near Auckland Airport.

The Airport Corridor already generates or facilitates around \$3 billion of GDP annually and its contribution is expected to grow to \$5-6 billion by 2031. This growth is expected to increase employment from a current estimate of 21,000 workers to as many as 38,000 by 2031.

"This study reinforces the important role that Auckland Airport plays in helping grow New Zealand tourism and trade by improving the air services connections between New Zealand and the world," says Auckland Airport's chief executive Simon Moutter.

"It is important that Auckland Airport is seen not just as part of Auckland's transport infrastructure, but a key driver of the supercity's future economic prosperity and visitor economy."



Keeping safe

With the Auckland Airport Police

The beginning of a new year is a good time to remind everyone what we do here at Auckland Airport Police.

It's our job to provide first response to serious crime situations. But we also comply with the Civil Aviation Authority's requirements to have armed police at the border.

I'm not going to say how many of us there are as that would tell the bad guys about our capabilities!

We also deal with day-to-day policing just like any other community station and work very closely with our community.

Now is a busy time of year in terms of potential car crime so I want to remind visitors and staff to be vigilant. We need to emphasise how secure the area is and how many security staff are on patrol.

We value local intelligence and welcome it in person or via Crimestoppers (0800 555 111). So if you see anything fishy going on, let us know!

1ABOVE the rest



1ABOVE, described as the "world's first aerotonic beverage" is now available to travellers from the specialist store on level one, just after security at Auckland Airport.

The innovative new drink is designed to meet your body's hydration and nutrient needs during a flight so that you can fly well and feel great when you get to your destination.

It's lightly flavoured, low in calories and deliciously refreshing.

Every aspect of the product, right down to the hands-free pack that can clip on to the traveller's bag or seat pocket, is designed to fit the flight occasion.

Designed, formulated, bottled in New Zealand, it sounds like a winner to us.

Up 1.5%

Auckland Airport's domestic traffic grew 1.5% to 506,589 visitors in the year to November 2010. Both Air New Zealand and Jetstar grew passenger numbers over last year.

