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New airport CEO starts work



The new face in the CEO's chair will be familiar to a lot of Auckland Airport employees. That's because it's Adrian Littlewood, who joined the company in 2009 and was the company's general manager of retail and commercial.

Adrian was chosen after an extensive local and international search programme that attracted a significant number of high calibre applicants.

Airport chair Joan Withers says the board is delighted to have been able to appoint an internal candidate.

"Adrian has done an outstanding job in leading the growth and development of the retail and commercial division, our key non-aeronautical revenue lines, which now deliver approximately 40 per cent of the airport's incomes – \$166 million in revenue.

"His broad commercial experience, his proven performance while at the airport and

strategic management background mean he is ideally equipped to lead the next phase of ambitious growth in the business as we maintain our leadership position in New Zealand tourism."

Adrian says he is delighted to have the opportunity to lead a New Zealand business that makes such a significant contribution to the national economy.

"I'm looking forward to leading the airport team to build on the recent growth delivered by the airport and meet the increasing market expectations we face. We have a strong leadership team in place to achieve ambitious tourism growth – both in volume and value – and deliver on the infrastructure development plans outlined in our strategic plan."

Joan also acknowledged the great job acting CEO Simon Robertson had done while the company searched for a new CEO.

Complete the airport's travel survey

Calling all airport workers – we need your participation in order to understand how the airport community currently gets to work and what it wants, in terms of travel options, for the future.

Auckland Airport is currently running a simple online survey that should take about five minutes to complete and the results may well help shape public transport to the airport in the future.

Everyone who completes the survey goes in the draw to win \$60 worth of iTunes vouchers and two double movie passes.

All responses should be returned by Friday December 14.

Head to https://aucklandtransport.asia.qualtrics.com/SE/?SID=SV_bmy8BlkzBb2qdBH&Preview=Survey&BrandID=aucklandtransport to complete the survey today.

Students interning at airport businesses

A pilot scheme between Auckland Airport and MIT is proving successful with 10 students being offered internships with five different businesses based at the airport.



The programme contributes to Auckland Council's Southern Initiative and is aimed at helping get local people into local jobs, as well as creating careers and providing career paths for appropriately qualified students.

The internships start this month and will run through the students' summer holidays until February next year.

Auckland Airport and MIT are now working on a longer-term strategy to ensure the initiative continues to improve and be a success over the coming years.

↑ 45.2%

The increase in the number of Chinese arrivals at Auckland Airport in October 2012 when compared with October 2011.

Attracting more Indonesian tourists



The number of visitors coming to New Zealand from Indonesia has increased by more than 19 per cent in the past 12 months, and it’s hoped a major new marketing campaign running over December and January will stimulate those numbers even further.

The campaign uses TV, print, digital and trade, and features popular Indonesian TV personality and chef Farah Quinn (pictured), who has been showcasing the best New Zealand has to offer to her more than 1 million Facebook fans and nearly 400,000 Twitter followers.

General manager aeronautical commercial for Auckland Airport, Glenn Wedlock, says Indonesia is a major opportunity for New Zealand and that the recent growth from Indonesia may just be scratching the surface.

Auckland Airport is confident it can attribute a lot of the recent increase in visitor arrivals

to the campaign it launched in March, also featuring Farah, which included the bilingual website www.luxurynz.co.id and a Luxury NZ Facebook page.

Farah visited Auckland, Matakana and Queenstown in November on her second trip down under, making regular Facebook and Twitter updates about the restaurants, gourmet markets, shops and tourist destinations she visited.

She also met with local celebrity chefs and was joined by her six-year-old son and Indonesian pop star/actress Jessica Iskander.

“Farah Quinn has enabled us to better present the New Zealand story to the new emerging Asian opinion leaders and consumers,” Glenn says.

“She has been a great ambassador for both countries and has maximised opportunities to connect and build strong, valued relationships.”

New defibrillators at the airport

An effective way to reduce the risk of death from sudden cardiac arrest in a public building is to ensure people have access to the increasingly user-friendly automatic external defibrillators (AEDs) that are now available, which is why Auckland Airport has purchased 12 of them and positioned them strategically throughout both terminals.

Due to a number of factors, airline passengers are at increased risk of cardiac arrest and as Auckland Airport currently processes 14 million passengers a year, a number that is expected to rise by 4 or 5 per cent each year, it is an issue that deserves particular attention.

Unlike many public buildings, the airport has a highly effective emergency service team that operates 24 hours a day, seven days a week, but the high number of medical calls and the number of, possibly remote, locations within the terminals in which a cardiac arrest could occur means that additional AEDs may play an important part in an emergency response.



The strategy is to ensure that no one is more than two minutes away from an AED and the placement of the 12 new units is based on the locations of emergency calls for chest pains or cardiac arrests over the past year, as well as an evaluation of where passengers and visitors gather in large numbers.

Training in how to use the units is being offered to anyone who is interested, but will be aimed specifically at staff who work in the vicinity of each of the AEDs. The Airport Emergency service team will carry out regular checks of the units.

Hobbit installations greet visitors to Orc-land

The gateway to New Zealand has been transformed into the ‘Gateway to Middle-earth’ now that two massive Hobbit-inspired installations have been erected at Orc-land Airport.

The dwarf installation features two 5m-tall dwarf figures and four 6.5m x 3m archways in dwarven architectural design, while the ‘100% Middle-earth’ Tourism New Zealand installation is a 23m lenticular display that blends the fantasy of Middle-earth with the reality of New Zealand.



Both installations were designed by Weta Workshop and support Tourism New Zealand, Air New Zealand and other leading industry players in their efforts to enhance the country’s profile as a fun, must-see tourism destination, an innovative and creative nation, and a great place to make films and do business.

Auckland Airport chief executive officer, Adrian Littlewood, says Auckland Airport provides more than 90 per cent of all long-haul visitors to New Zealand with their first exciting taste of the country and it’s fantastic to be part of the global excitement and exposure the Hobbit movies will generate over the coming three years.

International media and stars of the film were among the first to see the installations as they began arriving for the world premiere of *The Hobbit: An Unexpected Adventure* on November 28. They will be on display until March 2013.

www.thehobbit.com

Painting the town white



A familiar face pops up in Nancy Lan’s short film on the White Roofs Project – Auckland Airport sustainability advisor Martin Fryer.

The film is one of 20 winners now competing for the popular vote in the Outlook for Someday competition and profiles the local part of what has become an international initiative.

The White Roofs Project encourages businesses and homeowners to paint the roofs of their buildings a light colour in order to reflect sunlight back into space, helping to cool the planet and reduce emissions in the summer through lower electricity usage.

The roofs at Auckland Airport have always been white, a move underscored by an

understanding that a light-coloured roof would help prevent heat gain within the terminal buildings, which in turn reduces the amount of energy used for cooling them.

Martin says anything that can reduce a nation’s carbon footprint has got to be a good thing, and the airport has offered its support to the White Roofs Project. The organisation is now in the midst of trying to kick-start an 18-month campaign to promote the value of a white roof.

Watch Martin in Nancy Lan’s video and vote for it in the Outlook for Someday competition.

www.whiteroofs.org.nz
www.theoutlookforsomeday.net

Charities get a Christmas boost

Auckland Airport is counting down to Christmas by spreading some Yuletide cheer with its 12 Days of Christmas programme.

The initiative is in its fifth year and shares \$120,000 amongst 12 charities. The money is collected from the travelling public, who drop their unwanted currency into donation globes around the airport.

Hundreds of charities apply each year for the \$10,000 contributions, and must each be able to demonstrate that their charitable purposes align with Auckland Airport’s values – authentically New Zealand, outstanding, welcoming and ambitious.

Last year’s recipients included Auckland Search and Rescue, Kidz First Children’s



Hospital, Paralympics New Zealand, Te Whakaruruhau and Hands of Hope Community Services.

The *New Zealand Herald* begins profiling this year’s recipients on December 11, focusing on one organisation each day until Christmas Eve.

www.nzherald.co.nz

Deck the halls

In true Christmas spirit, the international terminal will be alive with the sounds of the Greater Auckland Chorus this month.

Almost 20 of the group’s 90 members will be performing a varied repertoire of traditional and modern Christmas songs in unaccompanied four-part harmonies, and will be moving between the landside departures, arrivals and check-in areas.

Keep an eye – or an ear – out for the Greater Auckland Chorus on Tuesday the 11th, Wednesday the 12th, Tuesday



the 17th and Wednesday the 18th of December.

www.greateraucklandchorus.com

Efficiency award for new airport lighting

The Illuminating Engineers Society (IES) of Australia and New Zealand has awarded Auckland Airport’s new interactive lighting in the international passenger terminal check-in area with an excellence in energy efficiency at its annual lighting awards.

The project reduces energy lighting consumption by 53 per cent while also improving staff and passenger comfort, and, because the lamps and fittings can be viewed remotely, it also reduces maintenance costs and response.



Auckland Airport sustainability advisor Martin Fryer shows off the award with representatives from 0800SaveEnergy and the IEASANZ

The IES of Australia and New Zealand’s lighting awards are given out each year and each entry is judged on its own merits. The 2012 winners were announced at an event at Auckland’s SkyCity on October 26.

Not a company to rest on its laurels, Auckland Airport is now undertaking audits in other parts of the terminal to find the next big opportunities. The company’s Energy Management Group is also planning significant upgrades to the heating, cooling and ventilation system in order to deliver huge energy, cost and carbon savings.

www.iesanz.org



The increase in the number of New Zealand resident arrivals at Auckland in October 2012 when compared to October 2011.

The shopping starts here

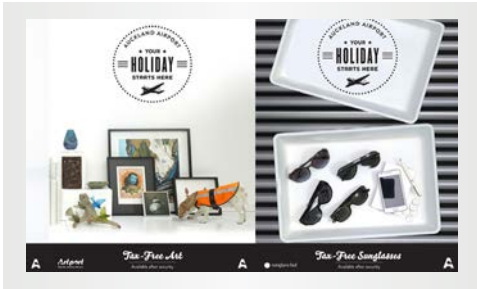
Christmas is fast approaching and with it comes the summer holiday season.

Whether they're heading offshore or down the line, for many people the holidays start at Auckland Airport and so does the shopping. The latest retail campaign – "Your holiday starts here" – is focused on increasing awareness of just how many goodies are on offer in the airport's duty free shopping area.

Marijke Zwaagman, manager brand and marketing, says research shows that while awareness around duty free is high, the broader range of brands and categories available across airport shopping is not always at the top of travellers' minds.

"Most people do not know the full extent of the great brands and tax free categories available after security at Auckland Airport. This campaign is the first step of a number of stages to change awareness and perceptions of tax free brands and categories."

The campaign initially focuses on sunglasses,



art, jewellery and beauty, and will employ a range of media such as billboards, press, and online, including a campaign microsite.

So keep an eye out for the promotion rolling out this month and spread the shopping word!

Meanwhile, there are only two weeks to go until Christmas day and Auckland Airport will once again be offering free gift-wrapping in the international terminal.

It will be operating from December 18 to 24 and you'll find the stand by the big window before the escalator up to Pier A.

www.yourholidaystartshere.co.nz

Keeping Auckland Airport safe

Another incredibly busy and incident-packed year is coming to an end at Auckland International Airport. While our crime figures remain impressively low, rapid growth in infrastructure and significant increases in the demands for our services have become apparent. Alongside responding to local "crime and crash" demands, airport staff members also offer a world class service to their organisational peers, both around New Zealand and the world.

We have found ourselves dealing with some tragic events that have put New Zealand on the map this year, highlighting a facet of airport policing often forgotten. Our interaction with family members, travelling to New Zealand to face the enormity of their loss or bringing their loved ones home, has attracted high-level praise from families across the globe.

As interest in New Zealand continues to rise, it is likely that passenger numbers will soar as a result of new markets emerging. Each of these new areas brings its own potential risk for police and their border colleagues – people smuggling, drug trafficking, document fraud, weapons and cyber crime to name but a few.

Over the next 12 months and beyond, the Airport Police will focus on how we can acknowledge the changing world in which

we operate, meet the needs of a commercially sensitive community, drive down crime and prevent victimisation.

Over and above this, it has been an incredible year. We have worked with senior government visitors, heads of state, minor and major celebrities and met some amazing people – from Olympic gold medalists to everyday passengers arriving and departing the Land of the Long White Cloud – and that's what makes our working day so varied, rewarding and exciting.

As if all of this wasn't enough to occupy us, we note that the decorations are once more in place, and this can mean only one thing – we now head towards our busiest period, Christmas and the summer holidays. It's a period where passenger numbers rise enormously and the demands for service increase even further.

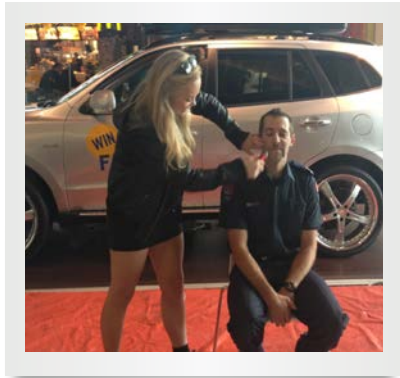
Throughout the festivities, Police staff will be on hand, as always, 24 hours a day to help and guide visitors, staff and passengers; the face of the New Zealand Police at the international border. We wish all of our readers a safe Christmas and enjoyable holiday period.

PS: If you see a rotund, jolly gentleman in a large red suit carrying a sack full of gifts on his back, don't report him to Police – he's one of the good guys!

Hair today, gone the next

It was business unusual in part of Auckland Airport's domestic terminal on November 30 as five airport firefighters got out their razors for charity.

The five had joined with 29 fellow firefighters from South Auckland to form "The Flaming Moes" and raise money and awareness for prostate cancer as part of the Movember campaign.



The group raised \$6313 through auctions for the right to shave off their month-old facial hair, including \$644 on the night of the shave-off, which ranked them 16th out of more than 1250 teams nationwide.

Airport firefighter Tony Scott says it's the first time he and his colleagues had participated officially in Movember.

"In the past two years a couple of our guys have been affected by prostate cancer and another couple of them are going through it at the moment. So it's about driving awareness. Especially if you're over 40 you really should be having regular checkups."

nz.movember.com

335,937

The total number of domestic passengers at Cairns Airport in October 2012.

