

## IN THIS ISSUE

- ▶ Auckland tops airport awards
- ▶ Airport CEO resigns
- ▶ Conference centre necessary
- ▶ Unique function venue opens
- ▶ Route development recognised

Keeping you informed | ISSN 1176-9432

## Auckland tops airport awards



For the fourth year in a row Auckland Airport has been named the best airport in the Australia/Pacific region at the Skytrax World Airport Awards.

It was also awarded the best staff service in the same region, and was second only to Vancouver in the best airport handling 10-20 million passengers in a year.

The awards were held in Vienna at the end of April and Auckland Airport CEO Simon Moutter says he is extremely proud the

airport has again been recognised on the world stage.

“It highlights once again that the focus of everyone across the entire airport on making journeys better continues to benefit the end consumer and help us shine in the eyes of passengers.”

Incheon International Airport in Seoul scooped the title as the World’s Best Airport for 2012. Six of the top 10 positions went to airports across Asia.

## Airport CEO resigns

After four outstanding years in the pilot’s seat at Auckland Airport, CEO Simon Moutter is leaving to fill the CEO’s chair at Telecom.

Simon joined the airport in May 2008 and chair Joan Withers says since then he has transformed the company’s business model and focus, and built a talented and dedicated senior management team.

“For shareholders this has delivered solid returns during a period of unprecedented global market upheaval and provided excellent value to passengers, business partners and New Zealand. It has also resulted in increased passenger numbers at all four of our airports, and further improvement in the performance of our aeronautical, retail and property businesses.”

In reshaping the business and in focusing on making journeys better for consumers, airlines, and business partners, Simon has made a significant contribution to Auckland



Airport and to New Zealand tourism and trade, particularly through the growth in vital air connections to important markets.

Simon takes up his new role on September 1 and Joan says the board will begin the candidate consideration process immediately.

Auckland Airport’s chief financial officer Simon Robertson will become acting chief executive when Simon leaves. Simon Robertson joined the company in 2005 and has held a range of senior roles before being appointed to his current role in 2009.

## Novotel recognised

Auckland Airport’s Novotel hotel has been named in the NZ Architecture Awards top 20 projects within the commercial architecture category.

The convener of the New Zealand Institute of Architects awards jury, Hugh Tennant, says the standard of commercial projects was very high, indicating developers are commissioning high quality buildings despite financial constraints.



Designed by Warren and Mahoney Architects in Mt Eden, the Novotel was designed to reflect New Zealand and was opened by Maori King Tuheitia Paki on May 27, 2011, in front of 200 guests including Prime Minister John Key and Auckland Mayor Len Brown.

One of the 20 projects will be selected for the 2012 NZ Architecture Medal on May 25.

[www.novotel.com](http://www.novotel.com)



 **10.3%**

The increase in domestic passengers going through Mackay Airport for March 2012 when compared to March 2011.

## Conference Centre necessary



Auckland Airport has joined the tourism industry and business sector in asking that the significant tourism, trade and economic benefits that a national convention centre would bring should not be lost in the politics.

Airport chief executive Simon Moutter says the opportunity to gain a large-scale international quality convention centre with no financial drain on the taxpayer does not come along very often.

He points out that Auckland and New Zealand misses out on thousands of additional visitors and millions of dollars each year because they don't have a conference centre of sufficient scale to attract big international conferences.

"Convention visitors are amongst the highest spending visitors per night, spending four to five times as much per night as the average daily visitor spend.

"In addition, conventions help improve shoulder and off-peak tourism, and encourage business and trade links between New Zealand and international delegates."

Auckland Airport's general manager corporate affairs, Charles Spillane says the tourism industry has been waiting a very long time for a national convention centre. "Let's not lose sight of the bigger picture."

Read the full press release at [www.aucklandairport.co.nz](http://www.aucklandairport.co.nz)

## Air link to Indonesia a step closer

The first steps towards re-opening vital air links between New Zealand and Indonesia has occurred with the signing of a memorandum of understanding (MOU) between Auckland Airport and Garuda Indonesia.

Auckland Airport's general manager aeronautical Glenn Wedlock says the MOR follows the airport's years of market development activity and marks a significant step towards stronger trade and tourism links between the two countries.

"Garuda Indonesia is a major global airline player with very strong network connections and we are extremely pleased that they recognise Auckland and the region as an important part of their future plans."

"Thanks to this and to other initiatives such as the recent announcement by Air New Zealand of seasonal flights from Auckland to Bali, we expect tourism between New Zealand and Indonesia to continue to benefit as awareness and market interest grows. It's a massive opportunity for New Zealand tourism" said Mr Wedlock.



The MOU was signed at a ceremony in Jakarta attended by Prime Minister John Key and the New Zealand Indonesian trade ministers. It confirms that Auckland will be Garuda's first New Zealand destination.

[www.garuda-indonesia.com](http://www.garuda-indonesia.com)

## Taking a look behind the scenes

Students of all ages can now get an inside look at what really goes on at the airport on a free tour of Auckland Airport and the Travel Careers and Training Centre.



The airport has developed specific learning materials for each age group, from pre-school right up to tertiary level.

High school students especially get an understanding of the tourism and aviation career options available to them.

Year 11, 12 and 13 students get a guided tour through the airport as well as interactive presentations on careers in different areas such as MAF, air traffic control and Aviation Security.

To build on the learning experience, guest presenters from sections such as the Airport Emergency Services, customs dog handlers, police and aviation security can give that real one-on-one experience.

Then they head to the Travel Careers and Training Centre in the Auckland Airport business district, where they get course information and a tour of the 737 aircraft that is inside the brand new building.

The tours are part of Auckland Airport's key focus on education and helping to promote the development of young New Zealanders within the local community.

For more information or to make a booking, contact Tiana Samasoni at [tiana.samasoni@auckland.airport.co.nz](mailto:tiana.samasoni@auckland.airport.co.nz), or phone (09) 255 9073 or 027 202 5271.

## Unique function venue opens



Auckland and the Auckland Airport Business District now have access to a carefully restored piece of local heritage with the opening of Abbeville Estate.

The unique heritage function venue is an ideal place to host any number of functions – from weddings to corporate events, sales conferences and team building events – all in a lush, landscaped country setting.

Between July 2010 and March 2012 Auckland Airport, in consultation with Historic Places Trust, has relocated and restored the Westney Church and Westney Homestead and revitalised the Abbeville Homestead and Barn.

General manager property for Auckland Airport, Peter Alexander, says the heritage estate is a fantastic addition to the area and will showcase New Zealand food and wine in a premium setting.

The Great Catering Company is charged with running the estate and chef/founding owner Sue Fleischl, says it has been a wonderful journey working with Auckland Airport on the project.

“The rich soil is perfect for our kitchen garden and the whole estate oozes personality.”

[www.abbeville.co.nz](http://www.abbeville.co.nz)

## Spick and span

It’s not necessarily a dinner table conversation starter, but it’s a small thing that matters a lot to any traveler – clean toilets, or lack thereof.

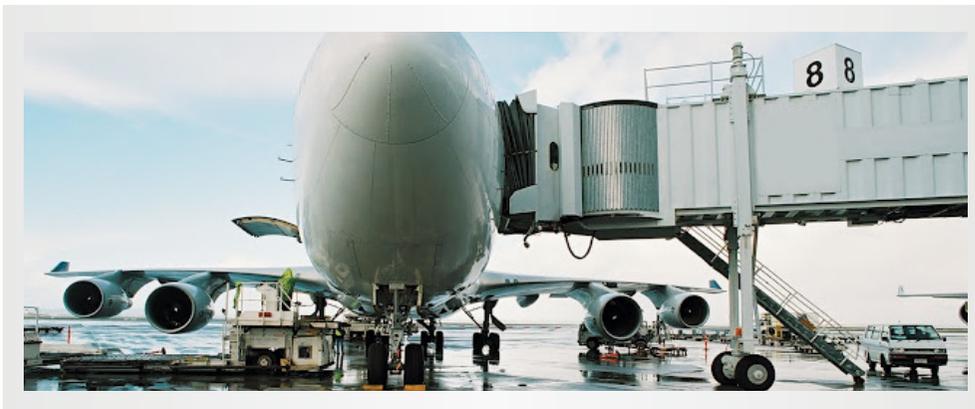


In fact, it’s often the first impression you get of a new city, something that Auckland Airport is well aware of. So much so that they involved their passengers in their bathroom decision-making process.

Corporate relations manager Richard Llewellyn says last year the airport ran a mobile phone text feedback system to get customer views on airport bathrooms and received 9066 responses.

Plus the digital clock outside each set of bathrooms that points out when they were last cleaned and when they’re due to be cleaned again has also got the public seal of approval from New York Times Pulitzer prize-winning columnist Thomas L Friedman.

## Route development recognised



Auckland Airport has been highly commended for international marketing in the Asian region at the prestigious Routes Airport Marketing Awards.

The judges said the airport demonstrated a clear and simple route development strategy and put forward the “most polished” submission of all airports.

Nigel Mayes, Vice President and Commercial director, UBM Aviation Routes says the airport’s campaign to develop capacity from China is an example of a “perfect air service development campaign and illustrates how innovative airport marketing can be.”

The Routes Airport Marketing Awards are widely recognised as one of the industry’s

most important honours and Auckland Airport’s general manager aeronautical commercial Glenn Wedlock says the airport is proud to be recognised by the global airline industry.

“Our air-service development work is based on thinking like an airline; developing detailed market information, working through obstacles, and proving business cases.

“And it’s not just about more seats, it’s about the value of those seats.

“It’s a very competitive industry globally, and New Zealand has to put its best foot forward to get its share of the market action.”

[www.routesonline.com/awards/](http://www.routesonline.com/awards/)

# 155,293

The number of visitor arrivals at Auckland Airport from China during the 12-month period to March 2012, overtaking arrivals from the USA for the first time. China is now Auckland’s third largest inbound market after Australia and the UK.

## Taking care of the Marae carvings



The carvings on Auckland Airport's Te Manukanuka o Hoturoa Marae are getting a touch of TLC just over six years after they were installed in October 2006.

Maintenance carpenter Graham Allen says the carvings on the outside of the Marae were washed down a couple of weeks ago and will be inspected to see how the paint and woodwork has been treated by the elements.

He and his men will need to use ladders and a hoist to reach the tallest examples, almost 8m high, but an initial look has shown the paint is starting to fade off a little, but the timber itself is in very good

shape. The interior carvings will also get a wash, but will probably only need a fresh coat of preserving oil.

Te Manukanuka o Hoturoa Marae, located on Uenuku Way in the Auckland Airport Business District, is available for all to share in the Maori culture. The Marae offers an alternative conference venue, school programmes, overnight stays, short stays and can be a gathering place for most occasions.

For more information, or to book the Marae, please contact Ngaire Lasika on 09 255 9059 or email: [Ngaire.lasika@aucklandairport.co.nz](mailto:Ngaire.lasika@aucklandairport.co.nz)

## ITW moves to Auckland Airport

Businesses in the Auckland Airport Business District will be welcoming a new neighbour early next year when ITW Industrial Packaging moves in.

ITW is a leading worldwide manufacturer of load containment and protective packaging systems with a history of nearly 100 years and business units in more than 51 countries.

ITW business manager Paul Vyer says the decision to relocate was an easy one.

"The Auckland Airport Business District ticked all the boxes for us. "We are a travel rich business and this area is a rapidly developing location that provides great connectivity for our sales force to reach their local, national and international clients."

Auckland Airport general manager property



Peter Alexander says he's seeing more and more businesses making the move because of what the area has to offer, including high levels of security, an extensive range of amenities and proximity to the Auckland region, the rest of the country and the world.

[www.itwindustrialpackaging.com](http://www.itwindustrialpackaging.com)

## Valuable lost property retrieved by airport staff

One passenger was a very happy man after Auckland Airport staff went above and beyond to help him retrieve an envelope of money that he had dropped between the escalators and stairs at Gate 7.



It wasn't an easy task. While Operations could point to exactly the place the envelope had been dropped, getting to it meant cutting into the GIB under the stairs.

The passenger had already had to board his plane without his cash and, after promising to do all they could, a few days later Quentin O'Malley and Graham Allen from EES and Fia from Skygate Security met at Gate 7 armed with tools and torches.

After dropping boarding passes down the same gap to get an idea of exactly where to cut, the team measured and cut a hole in the GIB. Nothing. They re-measured and cut again. Success.

The money was deposited in the passenger's bank account – you can't, after all, post an envelope of cash! – and the team was happy to have been able to help with minimal cost and damage.

The passenger wasn't charged a cent for the rescue operation and needless to say he was extremely happy. In fact, he has already used Facebook to tell everyone in his network about the service he received from airport staff.

The entire episode was an example of the level of teamwork that goes on every day at Auckland Airport. Well done guys.

## AES welcomes new team members



Airport Emergency Services (AES) welcomed two new recruits earlier this year but only after they had gone through, and passed, an intense 15-week training programme.

It all started on October 31 when three recruits began with the basics – hose and ladder drills, the safe person concept, extinguishers, knots and waterway gear – all after a daily, hour-long physical training session that started sharp at 7am.

As the weeks progressed, the recruits learned all aspects of what is required as part of the AES role, from training in the realistic hot fire building in Whangarei where they were subject to live fire training in temperatures up to 300°C, to a pre hospital emergency care course, hazard training and

aircraft and hangar familiarisation.

One of the three trainees was withdrawn in week 10, leaving the remaining two to complete the final five weeks of theory, radio training, and a Coastguard approved Boatmasters course.

The final hurdle was a three-hour exam and the passing out parade, which put them on display in front of the friends and family who supported them through their training.

AES training officer Simon O’Leary welcomed Richard Gowdy and William Garnett to the AES family, saying they made him proud. “I would also like to take this opportunity to thank everyone, who helped and supported me to make this course such a success,” Simon said.

## Keeping Auckland Airport safe

Well, it’s so far, so good with the new traffic rules, if anything motorists are being a little more courteous, and why not? It only adds seconds to your journey to be polite but a crash can subtract hours, days, months or even years from your life.

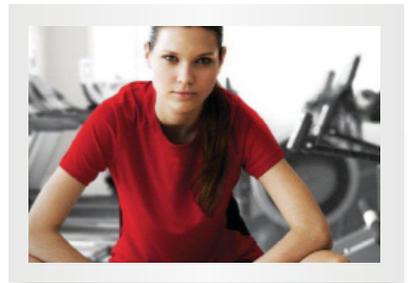
Please take your time around the airport environs. Whether you are a staff member or visitor, you are not alone in being in a hurry. An abundance of international tourists may be driving on New Zealand roads for the first time, so for this reason give them some breathing space and let first impressions last.

Easter was another busy period for us, some new staff arrived and for one in particular it was a return home. The Airport Police welcomed back Inspector Michael Woods as the Officer in Charge Airport. He was with us for a short spell three years ago but has now returned permanently.



He brings with him extensive international experience and a vision to make the Airport Police a centre of excellence.

Our crime figures continue to be impressively low and this enables our staff to concentrate on the Prevention First initiative – preventing crime and, more importantly, its victims. We believe that the busiest international border in New Zealand is the ideal place to practice such initiatives.”



## New gym to open

Airport staff and visitors will have no excuse for not hitting the treadmill when Jetts Gym opens on Leonard Issit Drive later this year.

The rapidly expanding gym operator already has 35 locations around the country and memberships are valid in all of them. They’re open 24/7 and memberships start from \$19.95 a fortnight, all of which makes Jetts a perfect addition to the airport precinct.

The airport gym will take up 330sqm on the ground floor of Quad5 where the new office for Auckland Airport corporate staff is under construction. Jetts plan to open by the end of July.

[www.jetts.co.nz](http://www.jetts.co.nz)



## Bugs in town

A lot of famous people come through Auckland Airport every year, but none of them are on quite the same level as one special visitor who arrived on March 31.

Looney Tunes star Bugs Bunny was in Auckland to perform in the non-stop hilarious musical production “Looney Tunes Live! Classroom Capers” at the Coca-Cola Easter Show over Easter weekend.

Unlike a lot of celebrities who like to keep their heads down, families and kids were welcomed into the airport to say hi to Bugs and grab a photo before he headed off to perform.

### Auckland International Airport Limited

PO Box 73020, Auckland Airport, Manukau 2150, New Zealand  
 Phone: +64 9 275 0789 or 0800 247 767 (calls within New Zealand only)  
[tellus@aucklandairport.co.nz](mailto:tellus@aucklandairport.co.nz)  
[www.aucklandairport.co.nz](http://www.aucklandairport.co.nz)



Top 10 Airport 2011 · 2010 · 2009