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## SmartGate gets even smarter



Seventy per cent of eligible New Zealand and Australian passport holders are using SmartGate on arrival and the new SmartGate Plus technology is set to push that number even higher.

NZ Customs' automated passenger processing system was introduced in 2009 and is currently in operation at Auckland, Wellington and Christchurch airports. Since its rollout almost 6 million people have used it when departing or arriving in New Zealand.

The next step is SmartGate Plus. It uses face-on-the-fly technology to photograph the passenger as they approach the scanner and then match it to their passport, eliminating the kiosk and ticket part of the current process. The new one-step process will take around nine seconds.

The prototype is being tested at Air New Zealand's premiere departure check-in at Auckland Airport and was unveiled last month.

## Airport properties awarded Merits



Two properties in the Auckland Airport Business District have been recognised at the Property Council of New Zealand's Property Industry Awards.

Boutique events and function venue Abberville Estate (pictured) received a Merit in the Heritage and Adaptive Reuses Property Award category, while the ibis budget hotel received a Merit in the Tourism and Leisure Property Award category.

Abberville Estate opened last year after a two-year restoration that included restoring and relocating the Westney Church and the Westney Homestead to the 11-hectare site, as well as revitalising the Abberville

Homestead. The estate is part of a precinct called "The Common", which includes a number of heritage and recreation activities.

The ibis budget hotel at Auckland Airport was previously known as Formule 1, but was rebranded in September last year as part of Accor's global strategy. It is one of 515 Etap/Formule 1 hotels around the world that were rebranded as ibis budget.

The Property Industry Awards are the country's most esteemed commercial property awards and acknowledge properties that add real value to New Zealand's built environment. The winners were announced in June after a three-month judging process.

## Tri-Star moving in

The Auckland Airport Business District welcomed another new tenant in April – Tri-Star Worldwide Logistics.

Founded in 1990, Tri-Star has developed a reputation as one of the country's leading independent freight forwarding and logistics providers. The company's supply partnerships and nationwide coverage appeal to a broad range of industry types, from food importers to electricity providers, which is why they jumped on the chance to move even closer to the airport.



The company's new facility at 4 Manu Tapu Drive is bigger and, after a number of adjustments, more purpose-built for their requirements than its previous home. The extensive canopy provides for all-weather loading or unloading of containers and trucks, and its Customs, MPI and RACA accredited warehouse has also been extended.

The space was originally home to spazioCasa, which has now moved into the Landing precinct.

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



The increase in the number of international passenger movements at Queenstown Airport in May 2013 when compared to May 2012.



## Ambitious sustainability target



Auckland Airport sets ambitious targets in all operating areas and sustainability is no exception. The company aims to reduce its energy, water, waste and carbon emissions from ground transport by 20 per cent by the year 2020.

The emissions will be measured against passenger numbers over time and detailed plans are being produced to help achieve this target. An energy plan is first up, followed closely by waste and then water later this year. Reducing carbon emissions from ground transport requires the development of a specific methodology, so that will be a project for 2014.

The airport’s sustainability and environmental manager Martin Fryer says it’s an exciting time at the company, particularly considering the opportunity to reduce costs and environmental impact.

“Energy efficiency projects achieved savings of \$122,000 last financial year and attracted a similar amount in government funding,” Martin says.

In the 2014 financial year the company’s waste costs are expected to come down by 10 per cent and a waste minimisation plan will have been produced.

New and improved waste collection and segregation facilities are also planned for that period as well as an expansion of pilot projects.

“Improved data capture means we now understand the true environmental impacts of waste disposal,” Martin says.

“For example, sending waste from the terminals to landfill rather than recycling, creates the equivalent of 240 tonnes of CO<sub>2</sub> per month. That’s an environmental impact we can all do something about.”

“In fact the whole airport community can help with these targets by thinking about energy, water, waste and their journey to work and I would be delighted to hear of any bright ideas that could help us achieve our goals.”

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## Chinese workshop in action

The lessons learned in a series of workshops to help Auckland Airport staff get a deeper understanding of Chinese visitors are already having an impact for retail businesses in the international terminal.

Café and bar operations manager Davide Teixeira says the education in Chinese history, customs and language has had a fantastic impact on his team.

He proved the usefulness of what he learned when he used basic Chinese to invite 30 members of a tour group to try his café, an action that helped push an extra \$500 through the cash register.

GSM Retail owns the Vodafone store in the international terminal and general manager Grant Knox says it’s important to make a good impression, especially since retail operators are often the first people, apart from Customs officers, that visitors meet once they get off the plane.



He started providing information in Mandarin when he noticed an increase in the number of Chinese visitors coming through his shop over the past couple of years.

GSM is one of the companies now looking at how best to integrate the lessons learned at the workshops into their staff training programmes.

## Students start looking to the future

Students from four local high schools visited Auckland Airport in June to find out exactly how they could gain particular roles within the Airport, including what skills, experience and qualifications they would need to get any of those jobs.

On June 12, a group of 32 students from Aorere College, De La Salle College, James Cook High School and McAuley Girls High School listened as speakers from Auckland Airport’s Operations and Human Resources departments, NZ Customs and NZ Police talked about the various career paths available at the airport.



De La Salle College students get a taste of the career paths at the airport.

The students also made site visits to Airport Operations, Airport Emergency Service Station, the Novotel Hotel and Travel Careers and Training school.

Auckland Airport hosted the “Career-ready Day” as part of the Committee for Auckland’s Career-ready programme. The not-for-profit organisation was set up to contribute to making Auckland one of the world’s great places to live and work in, and the work exposure programme aims to create opportunities for students from low decile schools.

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



The increase in the number of visitor arrivals from India in May 2013 when compared to May 2012.

## Dreamliner enters testing phase



The delivery of Air New Zealand's 787 Dreamliner aircraft came closer to reality last month when Boeing showed off the first of its 787-9 test planes to the media in Seattle.

The airline is due to take delivery of the first of its 10 new Dreamliners early next year and has announced that it will use them on routes to long-haul destinations Shanghai and Tokyo, as well as its mid-haul routes to Perth, Honolulu and Papeete.

It has also been announced that the economy cabin will be furnished with Skycouch seating, which will make it the first time "cuddle class" has been available on routes into Asia. The cabin design also

includes a slim-line customised seat in economy, a luxury leather seat in premium economy and lie-flat beds in business premier.

Air New Zealand was the first airline to sign up for the 9-series so its first planes will initially be used as test aircraft, meaning they will also reap the publicity benefits as Boeing launches the new model with much fanfare.

The improved model offers big fuel savings and Air New Zealand's chief executive Christopher Luxon says the planes represent a significant growth opportunity, as well as opening up the prospect of expanding its Pacific Rim footprint.

## Logistics specialists on the move



It was moving day for Transtar International Freight last month as the company took up residence at the FLEX building in the Auckland Airport Business District.

The company's vision is to be the best provider of supply chain logistics solutions in the Asian market. As part of that they have worked hard to remove third parties from as many stages of the process as possible, putting their own people on the ground in offices across Australia, China, Singapore and Thailand.

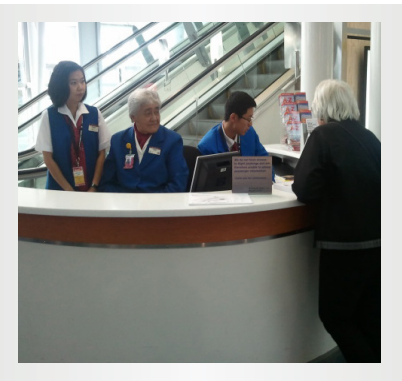
Transtar's Auckland branch manager Kate Tracy says while the company has always been based close to Auckland Airport, moving into the Business District offered them a bigger premise in a brand new building.

"It provides us with great access to our international markets," Kate says. "Transtar is continuing to grow and expand, and the airport can help us with that."

[www.transtar.net/newzealand](http://www.transtar.net/newzealand)

## Bluecoats branch out with Mandarin

Since 1995 anyone needing a bit of help while navigating Auckland Airport has been able to turn to the Bluecoats, trained volunteers stationed around the international and domestic terminals. Now, in response to the increasing numbers of Chinese visitors, 14 of these Bluecoats can also offer assistance in Mandarin.




When she noticed how many more Chinese visitors the airport was getting, Auckland Airport's customer care and terminal services manager Julie Berry approached the airlines about potential volunteers who could speak Mandarin. A month later it became an official strategy.

The new volunteers are still in training and will be mainly there to assist the airlines and their customers with their flights. It's now intended that the Bluecoats in general will also start moving around the airport more.

"We'd love to see more volunteers with Mandarin skills," Julie adds. "If anyone wants to put their hand up we'd be more than happy to hear from them."

If you're interested, you can email Julie at [julie.berry@aucklandairport.co.nz](mailto:julie.berry@aucklandairport.co.nz) or Bella Onekawa at [bella.onekawa@aucklandairport.co.nz](mailto:bella.onekawa@aucklandairport.co.nz)

**12.9%**

The increase in domestic passenger volumes in May 2013 when compared to May 2012.



# Keeping Auckland Airport safe



It has been another busy period for your Airport Police. While low crime is the continuing theme, the demands on our time never cease, and this is entirely in keeping with a modern, dynamic airport.

The beauty of policing such a venue is somewhat like Forrest Gump’s famous “box of chocolates” – you never know what you’re going to get!

We are surrounded by regional and international flights, each containing people from various walks of life.

The vast majority of them never come to our attention, but we are there for them just the same. Others, for reasons often unknown, decide to raise their profile and end up in our custody.

We have all seen the adverts depicting the drama that unfolds when a passenger tries to leave the country only to find that they have unpaid fines.

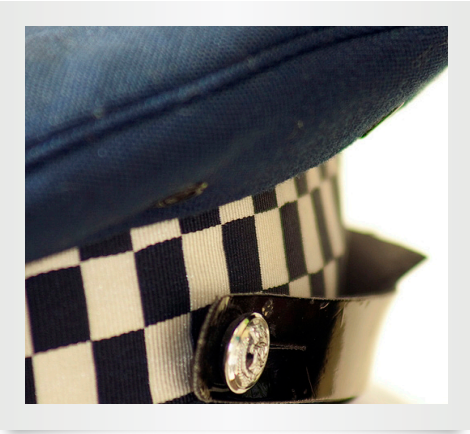
Similar issues occur with child custody alerts and all too often people also find that they are wanted by law enforcement groups within New Zealand.

We have a very small window of opportunity to deal with these issues, as aircraft are inherently expensive to keep “ticking over”.

If you know you have fines or believe you

are wanted, tell someone or don’t try to travel.

Ultimately it is how we deal with these issues that makes your Airport Police unique. We need your help to maintain our internationally low crime figures and create a safe environment.



Many years ago a famous British crime show used to end with the phrase “Keep ‘em peeled”; in other words, make sure you are always on the look out for crime.

You can do this every day you are at the airport – helping us to help you.

Report any suspicious activity anonymously at [www.crimestoppers-nz.org](http://www.crimestoppers-nz.org) or contact your Airport police on (09) 275 9046.

# Work experience at the airport

Four senior students from Otahuhu College have been spending their Friday afternoons learning more about Auckland Airport in order to have a better understanding of the potential career paths the airport can offer.

It’s part of the Gateway programme, an initiative that allows secondary school students to gain work experience at local businesses around the country and Auckland Airport has been involved for the past five years.



With the assistance of Airport Operations, Airfield Operations and Wildlife and Hazard Management, the four Otahuhu College students have been learning about particular roles in various areas of the airport.

Airport educator Tiana Samasoni says the students really enjoyed their time with the airfield operations team and being airside.

“The experience of being allowed access to restricted areas was a real highlight,” she says. “Learning about roles at the airport really helps to expand their awareness of potential careers.”

Grounds and wildlife hazard management planner Lizzie McGregor is a big fan of the programme. “I wish I had the opportunity when I was at school.”

“I don’t really know what I want to do,” says Susana, one of the students. “So this has been a great way for me to see what jobs are available when I leave school.”

546,905

The number of international passenger movements at Auckland Airport in May 2013.

