

IN THIS ISSUE

- ▶ Auckland welcomes third A380
- ▶ For art's sake
- ▶ Ready for more Chinese tourists
- ▶ Not just a pretty face
- ▶ Reaching for the top

Keeping you informed | ISSN 1176-9432

# Auckland welcomes third A380



Auckland will become the first airport outside of Dubai to accommodate three A380 aircraft on the ground at one time, after Emirates announced it would be adding a third double-decker to its daily Auckland-Brisbane-Dubai route.

The addition, which starts on October 2, introduces an extra 135 return seats each day to the route and Auckland Airport’s chief executive Adrian Littlewood says it will help stimulate demand and fuel growth for the New Zealand tourism industry.

“It really highlights Emirates’ dedication to New Zealand and its commitment to growing passenger demand by adding more capacity,” Adrian says.

“This is great news for the tourism sector and the New Zealand economy.”

The Emirates A380 aircraft can carry 489 passengers and were first introduced on the airline’s Auckland-Sydney-Dubai route in 2009.

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

# For art's sake



Auckland Airport begins placing a number of artworks throughout the grounds this week as part of the move to make the district more pedestrian-oriented.

Called the Esplanade, the “art walk” has two parts – the first is a tree and wildflower-lined path connecting John Goulter Drive with Abbeville Estate, the second is a trail that goes around the lake, including out to a peninsula with purpose-built seating.

Around 10 different sculptures will have

permanent homes in the lake area, with more art installations planned for spaces such as the terminal entry roundabout and in the Landing precinct. The idea is to have a collection of art pieces scattered throughout the airport district, which is to be known as the Outdoor Gallery. This will be linked to the airport’s Facebook page, where visitors will also be able to access information about each of the sculptures.

Auckland Airport’s property projects manager Steven Rossouw says the development will link parts of the airport that have never been linked for pedestrians before, for example the Ministry of Primary Industries building to the retail centre, while providing a cultural injection to the area.

“There are also quite a lot of native birds and plants in the lake area, so this will be the ideal place for people visiting the area to have lunch and relax.”

The art walk will be free for the general public to use and is expected to be open in July.

# Ready for more Chinese tourists

As part of its continuing effort to create better airport experiences, Auckland Airport hosted a week of workshops in May to help staff learn more about our Chinese visitors.



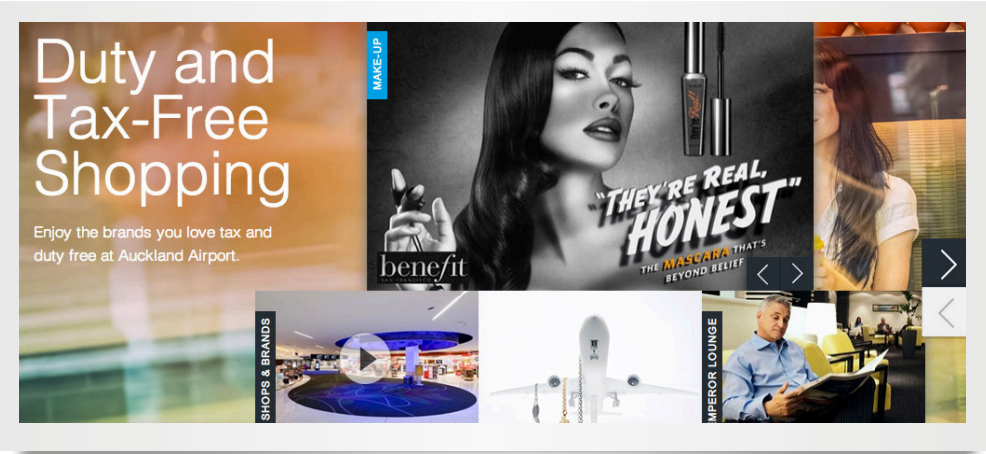
China is New Zealand’s fastest-growing tourism market – its visitors spent \$673 million in the 12 months to March 2013, a massive 42 per cent increase on the 12 months before that – and the airport’s general manager aeronautical commercial, Glenn Wedlock, says it’s important that the industry is prepared to cater for the demand and maximise the benefits the market can bring.

Employees from the airport’s aeronautical operations, retail and commercial teams took part in the workshops, alongside staff from Customs, Ministry of Primary Industries and the Police. They all received intensive training in Chinese behaviour and communication styles from TravConsult, specialists in international customer service and tourism development.

Trevor Lee, TravConsult’s managing director, was impressed with how Auckland Airport approached the workshops.

“These workshops will make the interactions at identified touch points within the airport more seamless and more enjoyable for the Chinese traveller, and they highlight the airport’s dedication to catering for the Chinese tourism market. This is a win-win for everyone involved.”

# Not just a pretty face



The new-look [www.aucklandairport.co.nz](http://www.aucklandairport.co.nz) launched last month and the changes are more than cosmetic.

The airport's online manager Ajay Dutta says the new website has been created with customer needs in mind. "We know, for instance, that the majority of people who visit our website are looking for arrivals and departures information, so we've made that easier to find."

The Shop/Eat part of the website has had significant changes. Auckland Airport's vision was to raise awareness of the airport as a premier shopping destination, so the new website prominently displays some of the fantastic brands and artists on offer, including Karen Walker, M.A.C, Benefit, Ecoya and Dick Frizzell.

The retailers are centre stage, showcasing the great tax and duty free shopping available. The website also allows customers to contact retailers directly with product queries or advance orders.

The checklist function is particularly exciting. Visitors can create a list of the important information, shops and places to eat at Auckland Airport, which they can then email to themselves or their friends.

"Research was telling us that customers are not fully aware of what the airport offers. The website was able to solve this visually in a dynamic, engaging way," Ajay says.

"It's a fun platform that takes more than just a look at the extensive range of offerings we have in international departures."

# Reaching for the top

Just like the firefighters and ambitious corporate employees who headed up the Sky Tower's 1103 steps on May 10 and 11, the Stair Climb events themselves continue to build in leaps and bounds.

This year 550 firefighters from 140 brigades and stations, including 11 from Australia and the US, climbed the stairs while wearing 25kg of firefighting kit, raising a record \$486,086. Almost \$26,000 of that total was raised by the 24 Auckland Airport firefighters who took part, the most raised by any participating crew.

Two teams of airport staff also stood up to the plate as part of the corporate stair climb challenge the day before. That event raised over \$116,000, almost double what it raised last year.

The money goes to Leukaemia and Blood Cancer New Zealand, an organisation that has been dedicated to supporting patients and their families living with leukaemia, lymphoma, myeloma and related blood conditions since 1977.

Auckland Airport firefighter and founder of the Sky Tower Stair Climb, Tony Scott, says there was a massive amount of buy-in from



the airport's firefighting team. "Between the number of guys running the stairs and the number helping me with organisation, pretty much everyone was involved. The guys really got into it."

As always, Tony says everyone who donated money or time to the effort deserves a big thank you for their help. "Every year people ask what we're doing and when we tell them, they're very happy to donate."

Josh Harrison from the Otara station broke his own record by six seconds, getting to the top in eight minutes and 37 seconds.

# Airport retains sustainability certification

Auckland Airport's position as a sustainable destination has been proven once again by retaining its silver certification with Earthcheck.

As the global travel and tourism industry's key benchmarking, certification and environmental management programme, Earthcheck certification puts businesses through a rigorous auditing process each year, something that ensures they are continuously striving for improved performance.



For Auckland Airport, that process focused on all areas of airport operations, from carbon emissions to the use of biodegradable chemicals and sustainability adviser Martin Fryer says he is incredibly pleased with the rating.

"The Earthcheck Standard is continually reviewed and updated so the bar is raised ever higher. Being part of the Earthcheck programme means Auckland Airport will always be at the leading edge of sustainable tourism practice, which is why it is part of our long-term sustainability plan."

That long-term plan also includes taking it up a level towards the gold and platinum certification.



The increase in international passenger volumes at Queenstown Airport in April 2013 when compared to April 2012.



## New, convenient bus route



Commuters travelling from Onehunga or Mangere to Auckland Airport now have a more convenient alternative to taking their cars – the Airporter bus route.

An extension of the current route that runs from Manukau to the airport and back, from June 9 the Airporter buses will continue through Mangere town centre and Mangere Bridge, terminating at the Onehunga transport centre.

Running every 30 minutes at peak times and hourly in off-peak periods from 5am until 8pm every day of the week, the extended bus service provides better connections between the Onehunga train

station and the airport, while maintaining the existing connections with InterCity Coachlines and Nakedbus at the Manukau City Centre stops.

The route extension fits under Auckland Transport’s strategy of increasing the number of public transport options through providing greater connectivity between different services and integrated pricing.

It will also benefit school and tertiary students in the area.

Look out for the orange buses and head to [www.at.co.nz](http://www.at.co.nz) for timetable and fare information.

## Welcoming the new neighbour



The Landing Precinct has welcomed its newest tenant with the arrival of ITW Industrial Packaging.

The company is one of several diverse local businesses comprising the New Zealand division of Illinois Tool Works Inc. (ITW), a Fortune 200 global industrial manufacturer of value-added consumables and specialty equipment with related service businesses. ITW has been around for 100 years and employs 60,000 people in 58 countries around the world.

The brand new facility at 29 Verissimo Drive has a footprint of just over 5000m<sup>2</sup>, including 2306m<sup>2</sup> of warehouse space, a 235m<sup>2</sup> canopy and 244m<sup>2</sup> of offices, and officially became the business’ new home in March of this year.

ITW business accountant Nigel Luck says the company was attracted to the Auckland

Airport Business District by the increasing number of new high-quality buildings in the area, as well as the close proximity to the airport and its growing range of facilities.

“We’re very pleased with our decision,” he says.

Auckland Airport property manager Joel Buckingham welcomed ITW Industrial Packing to the Business District.

“ITW Industrial Packaging will be well placed in the expanding Landing Precinct, joining other warehousing and distribution companies such as CEVA Logistics, Toll Global Forwarding, Spazio Casa and Mercedes Benz. The connectivity to New Zealand’s busiest transport hub, along with the functionality of the new building is the perfect fit for a growing company.”

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

## Airport supports travel media awards

The travel media celebrated excellence within their ranks last month at the Cathay Pacific Travel Media Awards.

Organised by Travcom (New Zealand Travel Communicators), the awards celebrated their 20th anniversary this year, handing out awards for writing and photography. Auckland Airport sponsored two of those awards.



Joshua Windsor flanked by Auckland Airport’s Bridget Spraggon (left) and Katie Moore (right).

The first, for best magazine travel story, went to Venetia Sherson for her story entitled *Autumn in Tuscany*, published in *NZ Life & Leisure* magazine’s January/February 2012 issue.

On the photography side of things, Joshua Windsor was recognised for his stunning image of a rock climber scaling the Babylon Crag in Fiordland that was published in *NZ Geographic* magazine in November last year. He took home the Auckland Airport award for the best travel image taken in New Zealand.

The two winners each take home a \$2000 cash prize.

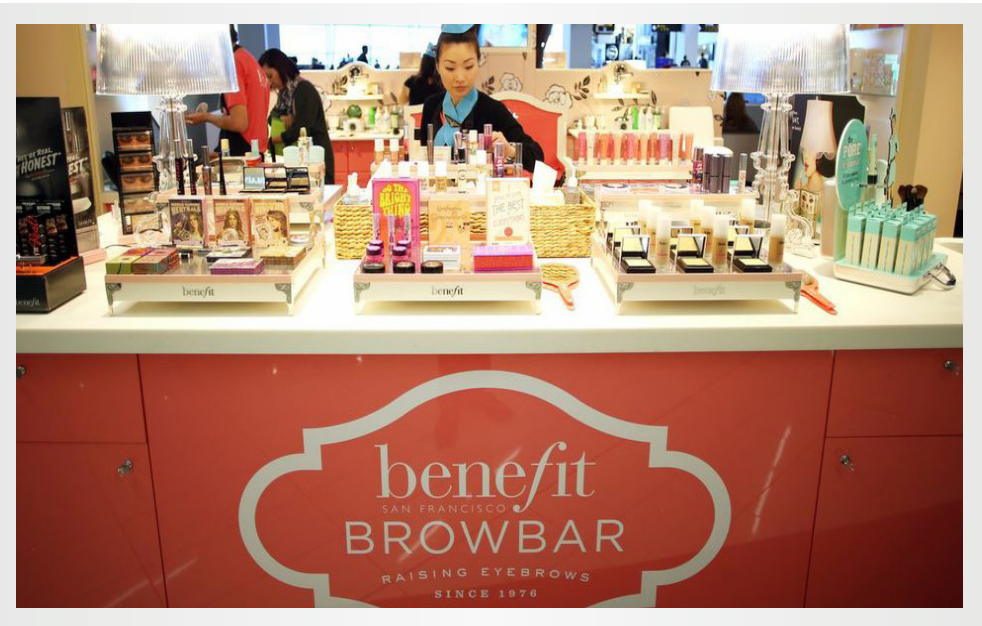
You can see the full list of winners at [www.travelcommunicators.co.nz](http://www.travelcommunicators.co.nz)



 **37.2%**

The increase in the number of Chinese visitor arrivals in April 2013 when compared to April 2012.

# Beauty on the go



What began with San Francisco twin sisters making a nipple stain for an exotic dancer has become a global brand sold at 3000 makeup counters in 38 countries, a number that now includes New Zealand.

Travellers at Auckland Airport can now buy Benefit Cosmetics' quirky unique and 100 per cent gorgeous products, tax-free, at the brand's first Australasian duty free kiosk, located after security at the international terminal.

Plus, for those who feel like a little pampering before they board their flight, the store also

features a Benefit Browbar, where brow experts will take customers' eyebrows from "now to wow" in a matter of minutes.

Other tinting and facial waxing services are also available. It's fast, fun, fabulous and tax free.

Benefit's general manager for Australia and New Zealand, Justin Fullerton, says the brand has a devoted international following and he's excited to finally be able to share its quick-fix beauty solutions and fun-filled philosophy with "Benebabes" in New Zealand.

# Chemical company makes the move

The Auckland Airport Business District's Quad 5 facility will soon be home to the New Zealand subsidiary of the world's leading chemical company.

With headquarters in Ludwigshafen, Germany, BASF is a global company with 380 production sites and more than 110,000 employees worldwide. In 2012 the company posted sales of €78.7 billion.

BASF New Zealand's country manager, David Robinson, says relocating to the Auckland Airport Business District was an easy decision.

"Being on the doorstep of the largest transport hub in the country is going to provide some very real benefits to our customers in terms of national and international connectivity," he says. "As well as this, we were impressed by the Quad 5 building and the scale of amenities available to our employees."

BASF is not alone in that reasoning.



Auckland Airport's general manager property, Peter Alexander, says the multi-faceted benefits on offer at the airport are attracting a rapidly growing number of international and local businesses.

On top of the connectivity provided by being located so close to Auckland Airport, he says businesses are also impressed with the extensive range of amenities and high levels of security on offer.

[www.agro.basf.co.nz](http://www.agro.basf.co.nz)

# Keeping Auckland Airport safe in June

The "iPolice" have arrived at Auckland Airport. Or rather your Airport Police now have brand new technology that allows staff to address the unique and complex challenges border policing involves while also fighting conventional crime issues head on.

The new mobile technology means staff have access to real-time information and intelligence while they are in the field, allowing them to be truly proactive.

For example, it gives officers the resources to challenge a potential false identity by comparing photographs of those with criminal convictions to the person standing in front of them, check whether a vehicle is stolen or connected to a crime, or see if someone is missing from home, vulnerable or wanted.

The list of applications may not be endless, but it is long and by taking on the project New Zealand Police have become world leaders in this sphere of mobile crime fighting.

Speaking of crime, the rate has remained very low at New Zealand's busiest airport and during the recent ever so slightly less hectic period, police staff have been using the opportunity to partake in additional training, both technological and cultural.

Many of our staff were invited to the recent Auckland Airport cultural awareness training, something that is highly relevant as passenger numbers from areas such as Asia continue to climb.

Don't forget, there are many ways to contact your Police – by phone (09 275 9046), email, Facebook – all of which are now accessible to staff both in and out of the station.

However, if you want to do something very unusual in this technology-charged world, you could always write us a letter – we'd love to hear from you.

