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Keeping you informed | ISSN 1176-9432

Half-year results looking good



Auckland Airport's latest six-monthly results have continued its three-year run of increased profits.

Reported profit after tax for the six months to December 31, 2012 was up by 11.3 per cent to \$76.91 million and total revenue was up 3.6 per cent to \$223.552 million.

Shareholders have also benefited through an increase in the dividend policy to 100 per cent of net profit after tax, as well as a more

even balance between the interim and final dividends.

That performance is slightly ahead of expectations and, while recognising that there are still challenges for aviation demand, the company is eyeing the second half of the 2013 financial year with growing confidence and modestly higher expectations.

Visit www.aucklandairport.co.nz for more.

Trial could make airport even more sustainable

An equipment trial could lead to significant reductions in fuel burn and the carbon footprint of all airlines coming into Auckland Airport.



Working in close co-operation with Air New Zealand, the airport has introduced a new and improved ground power unit (GPU), a device that enables an aircraft to power itself using electricity rather than burning jet fuel while at the gate.

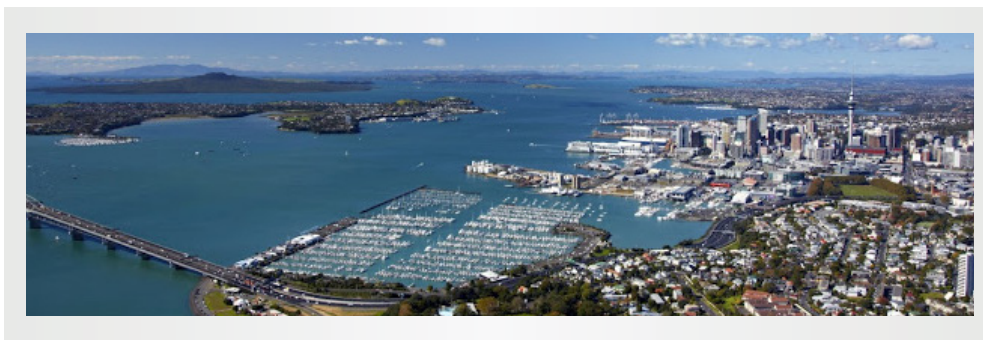
GPUs have been in place at Auckland for some time but they are not used very often because it's difficult to drag the heavy cables to the aircraft. The solution is a "crocodile", a \$250,000 device that makes it easier for ground staff to manoeuvre the long cables.

The trial will last six to eight weeks and will monitor health and safety, energy use and fuel savings. If successful, the technology will be rolled out across all international gates.

Auckland Airport's sustainability and environmental manager, Martin Fryer, says a recent review of the sustainability plan showed many targets can only be achieved through co-operating with like-minded businesses.

"This project is a superb example of how we can achieve our long-term goals of reducing energy, water and waste per passenger by 20 per cent by 2020."

Convention report welcomed



Auckland Airport has welcomed the release of the Auditor-General's report as a milestone towards the eventual completion of a much-needed national convention centre.

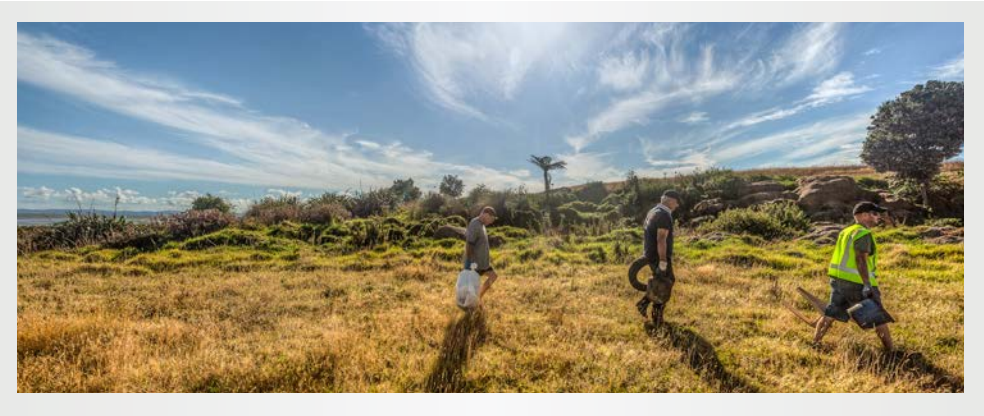
The report looked into the process for developing the centre and Auckland Airport's CEO Adrian Littlewood says he hopes it signals genuine progress.

"The opportunity to gain a large-scale international quality convention centre from private investment, with the significant benefits it brings to the country, does not come along very often."

Adrian points out that Auckland misses out on many big international conference opportunities to cities that have the appropriate facilities, such as Melbourne and Brisbane.

"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. The tourism industry has been waiting a very long time for a national convention centre."

Volunteers clean up shoreline



Around 45 Auckland Airport employees went outside their normal job description as they helped make the shoreline around Auckland Airport a cleaner place.

The Coastal Clean-up was held on February 12 and was the brainchild of Airport Emergency Services crewman Vaughn Chiplin.

“Each time I went down to the [AES] fire station to check our Marine Rescue vessels I kept seeing an amount of rubbish washing in from the Manukau Harbour and surrounding areas with the tide,” Vaughn says. “I wanted to do something about it.”

He took his idea to management and says the support he received from the company was overwhelming.

The effort targeted 4km of shoreline, much of which is hard to get to or is restricted access, but the AES hovercraft and volunteers with airside security passes took care of that.

The volunteers focused largely on plastic rubbish, including plastic bags and balls that had floated in and got caught in the mangroves.

“It was fantastic to see everyone get involved,” Vaughn says. “It didn’t matter what area of the business they came from, they all put on their gumboots and dug right in.”

The clean-up was such a success that the intention is to do it again next year.

Interns get permanent jobs

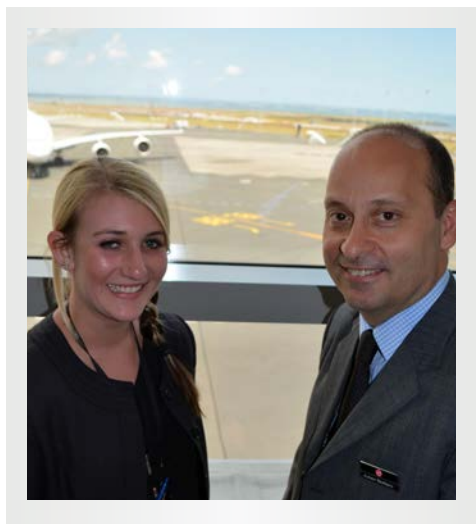
A pilot internship programme, which placed Manukau Institute of Technology students into summer jobs at businesses based at Auckland Airport, has led to permanent employment for more than half of the nine participants.

Auckland Airport’s general manager of corporate affairs, Charles Spillane, says he’s delighted with the programme’s success. “The ultimate goal here was to get local people into local jobs and, with over half the interns securing permanent roles at the airport, this has well and truly been achieved.”

He adds that the focus now is on the future – expansion plans include increasing the number of businesses involved, followed by an increase in the number of interns participating.

Three of the interns from the first intake have been offered permanent employment by DFS Duty Free and general manager Julian Bottaro says he has been impressed by the students’ attitude and capability.

“We are showing our interns the sky is the limit. They can work for a multi-national company and, if they work hard, in 10 years who knows where they will be. They could be general manager.”



MIT student, and new DFS Duty Free employee, Hayley Lockhart with DFS general manager Julian Bottaro.

MIT travel and tourism student Hayley Lockhart is one of the interns to be employed at DFS and her flexible roster means she can continue to study part time. Hayley was nominated as employee of the month for December, while on her internship, and Julian says she has a real talent for sales.

A second lot of interns will be placed next summer and the possibility of a mid-year intake is also being explored.

Bus service improves public transport

Airport workers with access to the Onehunga rail station can now get all the way to the airport with the confirmation of a revised 380 bus service.

The service will start in mid-April and is specifically aimed at airport workers. The first bus will leave at 5am and the last one at 8pm, running every half hour at peak times and hourly in the off-peak periods.

The buses will use Leonard Isitt Drive and the airport shopping centre stop will be relocated along Laurence Stevens Drive, making it more convenient for those who work in the Cargo South area.



Auckland Airport sustainability and environmental manager Martin Fryer says this is a really exciting development in terms of public transport to the airport.

“This new service means we will have two links to rail nodes – Papatoetoe and Onehunga – as well as a seven-day a week service that will be attractive to even more airport workers. Public transport improvements will mean fewer cars on airport roads, less congestion and less pollution.”

Keep an eye on Auckland Transport’s website (www.maxx.co.nz) for full details.

720,213

The number of international passengers processed at Auckland Airport in January 2013, the busiest month on record.

Border agency awareness campaign



Tony (AES), Frances & Philip (Avsec), John (Police), Ben and Tammy (Customs)

The four main border agencies are working together on a campaign to ensure everybody working at Auckland Airport is aware of their obligations when it comes to the various legal requirements in play as part of operating the busiest airport in the country, as well as the liabilities and consequences of not following through on those requirements.

As a result you'll see officers from customs, police, aviation security and the Ministry of Primary Industries checking on operational activities and undertaking compliance checks across the airport.

Bruce Berry, manager northern airports with NZ Customs Services, says the majority of airside workers are aware of, and comply with, the requirements and restrictions involved in their roles.

"These checks are simply part of a deterrent message: compliance should be easy to do and hard to avoid."

If anyone is unsure about their obligations while working in the airport environment, they are encouraged to check with their employer or just ask a staff member from any of the four border agencies.

Airport heroes united for fun day

The "Everyday Heroes" event at Barry Curtis Park last month turned out to be the perfect opportunity to showcase a united front from four agencies operating at Auckland Airport.

Hosted by the Police, the event attracted thousands of people keen to learn about and celebrate the successes of the people who keep their community safe. As part of that Airport Police, Customs, Aviation Security (AvSec) and Airport Emergency Services (AES) were on site to man a joint "Auckland Airport" booth showcasing how they protect communities through their efforts at the border.

Earl Cole, a police sergeant at Auckland International Airport, says that when he was approached to represent Airport Police at the event it made sense to have the other airport enforcement and emergency services there as well.

"We all work very closely together and joining forces for a multi-agency approach was the obvious way forward."

Peter Lewis, Customs airport operations manager, says his organisation is responsible for enforcing a number of legal requirements and obligations at the border.

"Whether it's checking passports, dealing with high-risk passengers, intercepting prohibited goods or prosecuting offenders, we count on the support of our partners. The day was a



good way to celebrate these relationships."

Frances Ezekiel and Philip Ennor represented AvSec on the stand and they were both impressed by how interested members of the public were in what the service does on a day-to-day basis. Prohibited items including weapons such as daggers, knuckle dusters, stun guns as well as (fake) drugs, that had been confiscated from the travelling public, were also a popular part of the stand.

Tony Beattie, Deputy Crew Chief – Red Watch of AES, was there on the day, ready to put on a show with his fire tender.

"It's always great to get involved in the community and closer to people in Manukau, our city."

Travelbug users reward Ibis Budget

Hotel Ibis Budget Auckland Airport has topped Travelbug's awards list for 2012.

The awards are based on the number of bookings, quality of guest feedback and overall listing quality for each of the 3000-plus properties listed on the site. The criteria for achieving the Platinum award was even tougher for 2012 and less than 1 per cent of the listings achieved it.



The Hotel Ibis Budget Auckland Airport achieved the highest overall score, something that Trade Me's (owner of Travelbug) head of travel Daniel Bridges says shows the "increasing popularity of small but perfectly formed hotel rooms in good locations."

Hotel Ibis Budget's manager Hayden Henderson is thrilled to have topped the awards list. "Our team has worked really hard to offer our guests great value for money. Ours is a typical Ibis Budget hotel and it seems Travelbug users love being able to stay close to the airport and save money for their holiday."

**27.2%**

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

Tax-free shopping Hawaiian style

If you're travelling through the international terminal in mid-March, you could be forgiven for thinking you've stepped into a Hawaiian luau. You haven't. In fact it's a celebration of all things summer and the launch of Hawaiian Airlines' service from Auckland Airport.

Passengers who spend more than \$100 at any participating airport store can spin the wheel to win Auckland Airport shopping vouchers.

There will also be great deals to be had at a number of retail outlets including JR/Duty Free, DFS, Walker & Hall, Sunglass Hut, adidas, TravelPharm, Kiwi Discovery, and Ecoya.



A hula-hoop competition and ukulele players will also be on hand as entertainment.

It kicks off on March 11, so keep an eye out for the marketing material around the airport.

Great deals on offer at i-SITEs

The team at the Airport i-SITE Visitor Information Centres spend their days introducing visitors to the myriad of wonderful things to see and do in Auckland and across New Zealand.

But it isn't just visitors to Auckland who can enjoy great activities and experiences. If you work in the airport precinct you can also take advantage of the excellent deals on offer at the i-SITEs located at the international and domestic terminals.

Keeping crime down

On the back of the Airport Watch lanyard tags being distributed within the airport community, you'll find information about the Integrity Plus service – an integral tool in helping to maintain the safety of the airport environment.

Integrity Plus makes it easy to anonymously report any non-urgent illegal or inappropriate behaviour you may have witnessed at the airport on the phone – **0800 INFORM (0800 463 676)** – or via the internet at www.crimestoppers-nz.org.

Both services are completely anonymous and the information is fed back to an Auckland Airport representative who then



decides on an appropriate course of action.

Help us keep Auckland Airport safe – speak up if you see something that makes you feel uncomfortable by calling 0800 INFORM.



Now's the perfect time to make the most of summer with the Auckland Multipass, which gives you the chance to explore five of Auckland's leading family-friendly attractions for one low price.

The pass includes entry to Butterfly Creek, Kelly Tarlton's, Rainbow's End, Sky Tower and the Fullers ferry trip to Rangitoto Island for just \$70 per child and \$125 per adult.

There's plenty of other options, so for more information or activities and travel within Auckland and across New Zealand drop into the i-SITE and talk to the team of friendly staff.

Keeping Auckland Airport safe



It has been a very busy period for your Airport Police. We have been heavily involved in a large number of major investigations this month, assisting our colleagues from the Criminal Investigation Branch. A number of regular joint-agency operations have also taken place and these have sent out a strong message to the airport community.

The primary driver behind these is a need to enforce a strong message around security, integrity and honesty. We have identified a small number of staff members who have

sadly failed to adopt this approach and as a result their jobs were jeopardised.

As a community we need to focus on the "bigger picture". The risks of not adhering to the rules are enormous, both for the individual, the airport and, importantly, the wider international reputation of New Zealand.

One of the "Five Drivers of Crime" is road policing and you will have observed an increase in overt patrols around the airport. It is critical that we maintain a free flow of traffic into New Zealand's busiest airport; those stuck in the horrendous tailbacks a few weeks ago (the result of a dreadful crash a few miles away) will testify to the chaos that can be created by a moment's inattention.

It's been said before, but it needs reiterating: please slow down, stay alert, drive to the conditions and, above all, don't always blame the tourists. We need to get our own house in order first!



The increase in domestic passenger movements at Auckland Airport in January 2013 when compared to January 2012.

