



## AIRPORT TIMES // November 2013

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## Triple opportunity



If you thought you were seeing triple last month, you weren't. There really were three A380 aircraft on the ground at Auckland Airport.

It was as a result of Emirates' inaugural triple daily flight from Brisbane and Dubai and it made Auckland the first airport outside of Emirates' home hub to host three scheduled A380s on the ground at one time.

Auckland Airport chief executive Adrian Littlewood says it is a significant move for New Zealand travel, trade and tourism.

"Emirates is the largest foreign carrier of European passengers to Auckland. The

additional capacity this third A380 brings is equivalent to an extra 100,000 seats on the route, and an additional \$100 million to our economy, every year."

Adrian adds that the significant growth Emirates has experienced since its arrival in New Zealand 10 years ago highlights the potential for opening up new markets and connections in a short time span.

The airport invested \$3.5 million to upgrade its infrastructure and ensure it had sufficient dual boarding gates to simultaneously process a third A380.

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

## Information boards go multi-lingual



Auckland Airport has become the first airport in New Zealand to provide travellers with multi-language Flight Information Display boards (FIDs).

FIDs provide the millions of passengers who go through the airport every year with important information about their flights and recent software enhancements have created the new capability to display this information in multiple languages. Last month saw all Chinese flight information displayed in both

English and Chinese, with more languages such as Japanese and Korean to come.

The airport's general manager retail and commercial, Richard Barker, says as our second largest visitor market in terms of volume and value to the economy, China was the obvious choice when it came to the first foreign language to be displayed.

"Over 70 per cent of international visitors enter or leave New Zealand using Auckland Airport and we need to ensure that their first and last impressions are the very best they can be."

The FID enhancements are part of a larger multi-language strategy at the airport, which has included updating primary directional signs to include Chinese text, and providing translated versions of useful and important information via audio and visual media. Mandarin-speaking Bluecoat volunteers were also introduced earlier this year.

## Hello and goodbye

Auckland Airport's 2013 annual meeting was a special occasion as the company said goodbye to Joan Withers, a director for 16 years and its chair for the past three years, and welcomed new chair Sir Henry van der Heyden.

In her speech to shareholders, Joan reminisced about her memories of the airport's early years after its 1966 official opening, and her first board meetings after being appointed as a director in October 1997.



"I was encouraged to accept a position on the board by managing director, now Sir John Goulter, and the then chair Wayne Boyd," Joan explained. "They said 'this is a good board' and they were right."

Joan continued that she has no doubt that the airport will soon become Auckland's best business location, before acknowledging the work done by everyone who works at the airport.

"They do a superb job, day and night, week after week, and it is truly a privilege as a board to support them in their roles."

Airport chief executive, Adrian Littlewood, thanked Joan for her contribution and expressed how incredibly lucky he felt to have had Joan as his first chair. He then joined Joan in welcoming new chair Sir Henry van der Heyden to the role.

You can read both Adrian and Joan's full speeches, and see the results of the shareholders' polls online at [www.aucklandairport.co.nz](http://www.aucklandairport.co.nz)

## First Dreamliner touches down



The arrival in late October of a China Southern Airlines Boeing 787 saw Auckland Airport welcome New Zealand's first commercial Dreamliner flight.

The aircraft touched down with 11 airline dignitaries on board, as well as nine members of the Chinese media, all of whom were welcomed by associate tourism minister, Chris Tremain, and Auckland Airport's new chairman, Sir Henry van der Heyden.

The Dreamliner replaces the A330 previously used on the daily Guangzhou-Auckland route, increasing the airline's seat capacity by almost 5 per cent per annum. A second Dreamliner will also be used during

the peak summer period, increasing the number of weekly flights to China's third largest city from seven to 10.

Auckland Airport's general manager aeronautical commercial, Glenn Wedlock, says China Southern Airlines' commitment is indicative of the long-term growth potential for the airline and China.

"The daily arrival of this new aircraft also provides a snapshot of what we will see from Chinese air travel in the future, in particular the importance of our relationship with the Guangdong region as an Asian hub for New Zealand aviation."

[www.csair.com/en/](http://www.csair.com/en/)

## Being prepared



If you hear sirens around Auckland Airport on the morning of November 27, don't think the worst, it's probably the airport's biennial crisis exercise.

The exercise is intended to test the airport's emergency capabilities and communications during an emergency situation as well as meeting Civil Aviation requirements. This involves a number of related agencies such as airlines, NZ Police, Aviation Security Service, New Zealand Fire Service and St John.

Auckland Airport undertakes a variety of exercises to test its Aerodrome Emergency Plan for a variety of scenarios. This year alone it has undertaken exercises dealing

with a disabled aircraft, a bomb threat, utility failures and trial fire evacuations.

Auckland Airport's compliance and quality assurance manager, Roy Robertson, says this year the exercise is a bit different in that it focuses on an aircraft crashing into the harbour.

"Generally we have tested our response to a crash resulting in a fire we need to put out, whereas this one will really trial out our marine facilities and equipment, as well as involving the local Coastguard and the marine side of the police department."

The exercise will be run in real time, with all participants reacting to details as they come to hand. It will also be peer reviewed by an international observer.

## Applications open for 12 Days of Christmas

Local charities looking for a bit of extra Christmas cheer this year can now apply for Auckland Airport's 12 Days of Christmas programme.

The initiative is in its sixth year and attracts hundreds of applications. It offers 12 charities a share of the \$120,000 in unwanted currency that the travelling public drops in the donation globes at the domestic and international terminals.

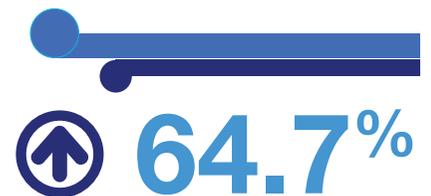


The airport is looking for charities that can demonstrate their charitable purposes align with the airport's values – authentically New Zealand, outstanding, welcoming and ambitious.

Applications close on Sunday 24 November and can be made via Auckland Airport's website [www.aucklandairport.co.nz](http://www.aucklandairport.co.nz).

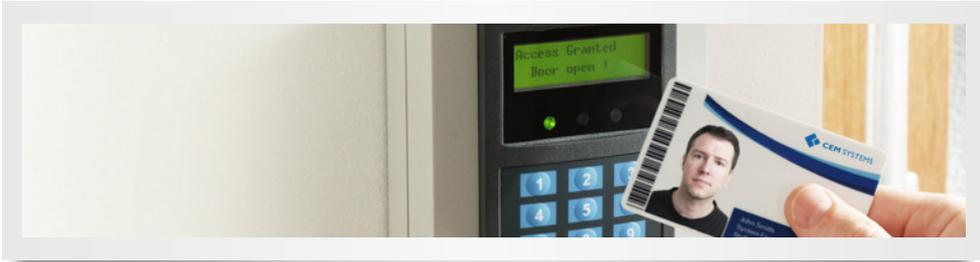
The donations themselves will begin on December 11 and will run through to Christmas Eve.

Take a look at page 3 to read about what Workbase, one of last year's recipients, is doing with its \$10,000.



The increase in international passenger volumes at Queenstown Airport in September 2013 when compared to September 2012. The airport processed a total of 31,319 passengers.

## New access control system FAQs



As covered in the October issue of the Airport Times, Auckland Airport is switching to a new access control system. As work starts on this in the domestic terminal, we thought we'd answer a few questions you might have.

*How do I tell the new system from the old one?*

The new reader has a keypad and an LCD screen, as well as being blue-grey in colour.

*How will I know when the new system is operational?*

The new system will be set up alongside the old one but with a "not in use" sticker across it. After the switchover, this will be removed and placed over the old reader until it is taken off the wall.

*When will the change occur?*

The domestic terminal will be first in November and December. The international terminal and all other readers will follow next year.

*Does the change mean I have to get a new identity card?*

Yes, but the current airport identity cards will remain valid up until their printed expiry date. This means you will carry two (or possibly more) cards for a period of time – your existing Airport Identity Card and a CEM access card for the new readers.

*What happens when my airport access card expires?*

It must be returned to AVSEC in order to get your new identity card printed on a new CEM card. You will still need to go to the airport operations building to get your access loaded onto your new card after that.

*How will I know which card operates which reader?*

If you carry them together with your Airport Identity Access card on top, you can badge the reader with the two cards together and the reader will recognise the appropriate card.

*Why do I have to have a holder for the new cards?*

The new cards have a chip and a large aerial in them and therefore need to be protected from being damaged.

*What do I do if I cannot access a reader I could previously or my card doesn't work?*

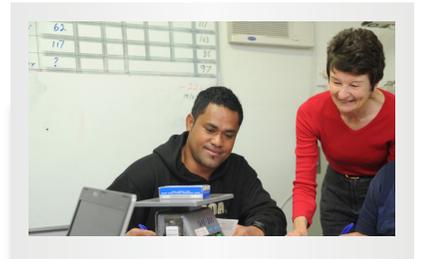
The LCD screen will show a message to indicate why the door has not opened for your card. Advise your manager of the message and they will tell you what to do.

Check [www.aucklandairport.co.nz](http://www.aucklandairport.co.nz) for more FAQs. Airport Operations will have a special office in place to manage issues arising through the changeover, however, your first port of call should be your manager.

## Grant helps encourage reading

Workbase Education Trust was one of 12 recipients in Auckland Airport's 12 Days of Christmas initiative last year and their \$10,000 grant is already hard at work helping to promote literacy among adults.

Since it started in 1991, Workbase has provided workplace literacy training programmes to more than 150 companies and 6,000 individuals throughout New Zealand and it applied for the grant specifically to fund the purchase of books for a new reading study.



"There is a lot of research around how important regular reading is for developing children's literacy but there is very little into whether that's also true for adults," Workbase chief executive Katherine Percy explains.

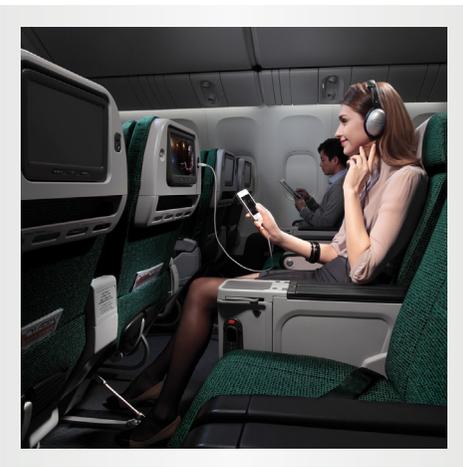
The programme started in late August and sees Workbase distributing a variety of books to employees at a number of companies in the South Auckland area so they can take them home and read them in their own time. The books are from both the fiction and non-fiction sections and cover a range of interests that have been matched to the individuals involved. The participants will be given new books to read every month for a year.

"We've had fantastic feedback so far," Katherine says. "We're very grateful to have had access to funding that allowed us to buy new and up-to-date titles that are more engaging for people who are not as used to reading for pleasure."

Once the programme has been operating for a while, Workbase intends to assess the effect the reading has had on literacy levels and reading practice. Katherine says the results will be important not only when it comes to Workbase's own programmes, but also for other literacy training organisations.

Applications for this year's 12 Days of Christmas grants are now open at [www.aucklandairport.co.nz](http://www.aucklandairport.co.nz)

## New level of comfort on Cathay



Cathay Pacific has added more choice to its New Zealand-Hong Kong route with the introduction of their premium economy class.

The first aircraft fitted with premium economy left Auckland on October 13, but the higher level of onboard comfort is just one part

of a newly designed customer experience that starts with priority check-in and a larger baggage allowance.

Country manager for New Zealand and Pacific Islands, Brian Tsoi, says the airline believes the new class will appeal to a large number of corporate travellers, especially among New Zealand's many small and medium enterprises, as well as the leisure market.

Cathay Pacific's premium economy class features a quieter, more spacious cabin with wider seats that recline further than standard economy. Passengers also have access to a multi-port connector for personal devices and extra personal stowage space, as well as a number of other features.

To celebrate the launch, the airline has also introduced special premium economy fares. See [www.cathaypacific.com](http://www.cathaypacific.com) for more details.

## Double award for Quad 5



The Quad 5 building at Auckland Airport's Business District received awards in both the sustainable architecture and commercial categories at the 2013 Auckland Architecture Awards.

The office block by architects Jasmx was one of just five of the 46 winners to be recognised in two categories, with the jury describing the project as a "benchmark building" and a social success, specifically mentioning its distinctive green living wall.

The awards are peer-reviewed and run by the New Zealand Institute of Architects.

All winners will now be eligible for consideration for the New Zealand Architecture Awards, which will be announced in May next year.

Jury convenor, Auckland architect Megan Rule, says the number of winners was reflective of the standard of this year's entries.

"It's encouraging to see such excellent work across the board."

Quad 5 is located on Leonard Issit Drive and houses Auckland Airport's corporate offices.

## On-time performance improves

Jetstar recorded its best New Zealand domestic on-time performance result for the year in September, with 89.7 per cent of domestic flights departing within 10 minutes of their scheduled departure time.



It was an improvement on the previous high of 89.4 per cent in August.

Jetstar head of New Zealand, Grant Kerr, says the latest results are following a pattern of consistent improvement for the airline.

"Jetstar committed earlier this year to getting the basics right for customers, with a particular focus on ensuring that flights depart and arrive on time."

The airline's average for the nine months to September was 83 per cent, a significant improvement on the 74 per cent they achieved in the same period in 2012.

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



**49.2%**

The increase in the number of Chinese arrivals at Auckland Airport in September 2013 when compared to September 2012.

## Shopping centre revamp

The next time you stop by the Auckland Airport shopping centre take a closer look; there have been some significant changes.

The airport's asset manager Paul Kenna says that the shopping centre is currently receiving a makeover, both inside and out.

External changes to make access to the centre even easier are underway, with a new roundabout being installed on John Goulter Drive and a new left-in, left-out turning already in operation, allowing entry and exit directly onto George Bolt Memorial Drive

Inside the centre, The Warehouse Auckland Airport has had a refresh as part of a nationwide store refurbishment, creating a lighter, brighter environment that is easier to shop in.

Store manager Bronwyn Clayden says the feedback from the airport community so far has been overwhelmingly positive and she is proud to showcase the new look. "Our customers and community are the core focuses of our business."

The recently opened KFC and Carl's Jr. outlets are new to the centre. The



restaurants represent a \$4.5 million investment by Restaurant Brands, signalling the company's confidence in the shopping centre's growth potential. Each restaurant seats 80 people and is employing 40 local people.

While it's still a relative newcomer to the New Zealand market, Carl's Jr. is proving a popular option. Restaurant Brands' CEO Russel Creedy describes it as the "ultimate destination for burger enthusiasts".

[www.thewarehouse.co.nz](http://www.thewarehouse.co.nz)  
[www.carlsjr.co.nz](http://www.carlsjr.co.nz)  
[www.kfc.co.nz](http://www.kfc.co.nz)

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