



Auckland Airport



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Keeping you informed | ISSN 1176-9432

Airline	To/From & flight	Depart	Zone	Status
Auckland Airport	Sydney NZ108 CA8113	16:00	A	Check in
Emirates	Sydney QF148 EK6066	16:00	D	Check in
Auckland Airport	Brisbane NZ738 CA5140	16:06	A	Check in
Auckland Airport	संफ्रैंसिस्को FJ412 QF3845	14:15		चेक इन कार्डेकट अर्धी खुला गर्दी हे
Auckland Airport	Santiago LA800 CX7800	16:15		Check-in todavia no abierto
Auckland Airport	Ball NZ245	16:30	A	Check in
Auckland Airport	Brisbane EK435 QF8771	17:10	E	Check in not open yet
Auckland Airport	Melbourne EK407 QF8761	17:30	E	Check in not open yet
Auckland Airport	Sydney EK413 QF8763	17:55	E	Check in not open yet
BRITISH AIRWAYS	Sydney QF148 BA7422	18:45	D	Check in
US AIRWAYS	San Francisco NZ8 US5308	19:15	A	Check in
US AIRWAYS	Los Angeles NZ6 US5306	19:40	A	Check in
Lufthansa	Vancouver NZ84 LH7155	20:00	A	Check in
Auckland Airport	Brisbane VA161 NZ7900	20:35		
LOKANTAS	Melbourne JQ214 QF236	21:00		

## Flight information now displayed in eight languages

Auckland Airport expands capability of 'Australasia first' multi-language Flight Information Display boards (FIDs).

FIDs provide destination, origin and flight status information and the newly developed functionality is part of Auckland Airport's wider multi-language strategy to make journeys better for our international visitors.

Since simplified Chinese was introduced back in October 2013, further capability has been developed and additional languages phased in. Japanese, Korean, Malaysian, Tongan, Samoan, Hindi and Latin American Spanish are now displayed according to flight profile, bringing the total number of languages provided to

eight - further improving the travel experience for international passengers and customers.

The new FIDs are only one of a host of multi-language initiatives that Auckland Airport has recently introduced. The Airport has updated all the primary directional signs at the international terminal to include Chinese text. As well as this, translated versions of useful and important airport information, targeted at Chinese flights, is now available through audio and visual means.

44%

The increase in the number of Japanese visitor arrivals at Auckland Airport in May 2014 when compared to May 2013

## New operating system will help improve customer experience

Auckland Airport is committed to providing the best possible experience for passengers and the new Airport Operating System has been developed to help do just that.

The new Airport Operating System (AOS) uses cutting edge technology to help the airport's operations team to have greater visibility and predictability around aircraft and passenger movements.

Rollout of the AOS kicks off in late June and is expected to take six months to complete. In addition to the useful features to the airport operations team, it will also include enhanced flight information display for passengers.

The AOS solution utilises technology from the New Zealand based company Gentrack Limited, said Greg Chisholm, Auckland Airport's business solutions manager.

"This technology lays down the foundation layer to facilitate many future Smart Airport business initiatives," says Greg.

Mark Croudace, Auckland Airport's aeronautical operations manager further commented that the operations team is looking forward to using the new technology.

"We continuously seek to improve passenger experience and drive operational efficiency and the new system will be a huge help," commented Mark.

# CHANGE

is on the horizon.

## New development receives a merit award for clever design



Auckland Airport's FLEX development received a merit award at the recent Property Council New Zealand Rider Levett Bucknall Property Industry Awards.

New Zealand's esteemed Property Industry Awards celebrate positive contributions to the built environment and attract submissions from the country's finest commercial property developments.

Auckland Airport's FLEX development received a merit award in the industrial category. The multi unit industrial building was completed in January 2013.

Designed by Eclipse Architecture, project managed by RDT Pacific and constructed by Hayden & Rollett, the building is unique because of its non-load bearing, moveable walls, suitable for businesses that need warehousing and office space with configuration flexibility.

"We are delighted to have this development, built within The District at Auckland Airport, recognised with such an award" says Sean Leonard, Auckland Airport's property development manager.

"This reinforces The District's proposition of building high quality buildings with the end users in mind. It is rapidly becoming one of New Zealand's best business locations."

For more information on the award go to <http://www.propertynz.co.nz/awards>



## Work experience leads to jobs at the airport

To help ensure that passengers at Auckland Airport's domestic terminal have the best experience possible, the airport recruited a special team of student volunteers who have now found work in and around the airport.

Similar to the Bluecoats who work at the international terminal, the Domestic Terminal Hosts (DTHs) ensure visitors to the domestic terminal have an enjoyable experience, whilst also gaining experience of working in the tourism industry.

The team of volunteers is comprised mostly of students from the International Tourism College of New Zealand, based in Botany. On the 23 June, Auckland Airport hosted a breakfast at the Novotel Airport Hotel to reward them for their efforts during their time at the domestic terminal and also to celebrate some of them completing their courses and graduating.

"The breakfast was a special celebration and a great way to give back to a fantastic team," says Bella Onekawa, passenger facilitation officer at Auckland Airport.

"We are very proud of everyone, particularly those that are graduating. Many have already found full time employment in and around the airport. Volunteering as a Domestic Terminal Host provided the students with the necessary work experience to complement their studies and find work in the industry," said Bella.

Auckland Airport has two help desks at the domestic terminal managed by 22 DTHs. Over at the international terminal, there are five helpdesks and 109 bluecoats including 10 mandarin speaking ambassadors.



## Jetstar turns 5 downunder

Last month, Jetstar celebrated its 5th birthday of flying domestically throughout New Zealand.

The first Jetstar domestic flight took off from Auckland, bound for Wellington on 10 June 2009. Since then, the airline has clocked up over 45,000 domestic flights and carried more than 7.5 million passengers around New Zealand, with over 5 million of these passengers flying in and out of Auckland.

Charles Spillane Auckland Airport's acting general manager aeronautical commercial congratulated the airline on five years of successful domestic operations in New Zealand.

"Auckland is Jetstar's busiest domestic airport with nearly 200 Jetstar flights a week to and from Auckland Airport. With services from Auckland to Wellington, Christchurch, Dunedin and Queenstown, Jetstar's commitment to keeping fares affordable has proved very popular in New Zealand." Charles said.

Jetstar celebrated with a birthday week of surprises for customers travelling with the airline on domestic flights and also had giveaways as part of a week-long breakfast television promotion. "It's our way of saying thank you to all our Kiwi customers," said Grant Kerr, Head of Jetstar New Zealand.

## Vote for Scottie!

Tony "Scottie" Scott from the Auckland Airport rescue fire service team has been nominated for a Pride of New Zealand Award.



Tony "Scottie" Scott (far right) with fellow firefighters.

The Pride of New Zealand Awards launched this year to recognise leaders, campaigners, volunteers, teachers, caregivers and other unsung heroes who have done something extraordinary in their community.

One such hero is Auckland Airport's very own Tony "Scottie" Scott. He has been a member of the Auckland Airport rescue fire service team for 22 years and is one of the fire service's most dedicated fundraiser and event organisers.

Tony has been nominated for the 'fundraiser of the year' award for his tremendous work organising the Firefighter Sky Tower Stair Challenge. The event celebrated its 10 year anniversary this year and raised over \$800,000 for Leukaemia & Blood Cancer New Zealand. Tony personally raised over \$23,000.

Tony said such events help to give back to the public in a different way. "It's benefiting people in the whole of New Zealand, not just Auckland-based groups, and that's something we really like too." We encourage you to read Scottie's story and vote for him on the Pride of New Zealand website – [www.prideofnzawards.co.nz](http://www.prideofnzawards.co.nz)

## Building a sustainable future

Auckland Airport is trialing an internationally rated tool that helps to ensure large-scale infrastructure is developed with sustainability in mind.

The Infrastructure Sustainability Council of Australia (ISCA) rating tool has been designed to ensure large-scale projects such as roads, airports and railways are developed in a sustainable manner. It requires developers to consider a number of contributing factors that include management and governance, resources used, emissions, pollution and waste, ecology, people and place and innovation.

Martin Fryer, Auckland Airport's sustainability manager said the tool represents international best practice and is a very exciting development. The pilot kicks off this month and is expected to take several months to complete.



## And the Award for Energy Leadership goes to....

A massive congratulations to Martin Fryer, Auckland Airport's very own sustainability and environmental manager, who has been awarded the Energy Leadership Award at the EECA Awards 2014.

The EECA Awards, which run every two years, celebrates excellence and innovation in energy efficiency and renewable energy and are widely respected in the sustainability field.

Martin is an extremely deserving winner, having driven the airport's energy-saving initiatives since 2007. It is his thorough, business-focused approach that has made Auckland Airport a leader in airport sustainability.

Congratulations Martin – you have done yourself and Auckland Airport very proud!

For more information about the award you can visit: <http://www.eecabusiness.govt.nz/awards-2014/finalists>

 **20%**

The increase in the number of arrivals from India at Auckland Airport in May 2014 when compared to May 2013



Celebrating excellence and innovation in energy efficiency and renewable energy

## The Landing Precinct's new road named

Maurice Wilson, the well-known Kaumatua within the Makaurau and Pukaki maraes, now has a street named after him near the community he once served.

Following a submission to the Mangere-Otahuhu local board earlier this year, Auckland Airport is pleased to announce that Maurice Wilson Avenue is the name of the new road in the commercial development at The Landing Precinct at Auckland Airport.

Maurice Wilson was a respected local Kaumatua who was best known for his depth of knowledge about the region's history and his ability to connect with various hapu (clans or descent groups).

Joel Buckingham, Auckland Airport property manager, said he is pleased the local board has approved the proposed road name.

"Maurice Wilson Avenue was our preferred name for the new road as it recognises the service Maurice Wilson provided to the local community."

As part of the airport's expanding property developments, road extensions have recently been completed and the surrounding area landscaped to a world class standard. The Landing is one of six precincts that make up The District at Auckland Airport. It houses a number of warehouses as well as distribution and logistics facilities.



## The airport community farewells important volunteers

Everyday, a group of very special people known as Bluecoats, volunteer their time to make sure that airport visitors are taken the very best care of.

Bluecoats man the five helpdesks throughout the international terminal and rove through the airport offering assistance to anyone that needs it, such as people looking lost or, passengers travelling with children that need an extra pair of hands.

There are currently 109 Bluecoats that range in age from 18-85 years old. Bella Onekawa, passenger facilitation officer at Auckland Airport says they are passionate about their job and get a kick out of helping the travelling public, airport visitors and each other.

"The younger Bluecoats are often here on work experience and some are able to speak mandarin, which is a huge help in assisting visitors from China. The more mature Bluecoats love to take the younger team members under their wing and give them the support and training they need." said Bella.

This month, Auckland Airport farewells Ian Martin, John Petterson and Ian and Ina Payne, who have each been with the Airport for over 19 years. They have decided it is time to hang up their coats and enjoy their retirement. Ian and Ina recently featured on ONE News 'The Good Sorts'. Auckland Airport would like to thank them for their dedication and service.



## Abbeville celebrates record bookings

It has only been open for 2 years, but already Abbeville Estate is proving to be a huge hit with not only brides, but businesses too.

Abbeville Estate is The District's unique all weather conference and wedding venue. Nestled amongst 11 hectares of farmland, yet only minutes from the airport, makes it a unique meeting place.

Thanks to social media, news of this special venue has spread quickly. Since it opened in April 2012, Abbeville Estate has had more than 160 events, including weddings, conferences and Christmas parties.

Being so close to the airport and hotels, Abbeville Estate is an ideal location for weddings and corporate events, said Susan Fleischl, owner of The Great Catering Company and manager at Abbeville Estate.

"Abbeville Estate has made a welcome change from traditional hotel venues and its location means people don't need to worry about transporting their guests into the city," says Susan.

To find out more about Abbeville Estate go to [www.abbeville.co.nz](http://www.abbeville.co.nz)

