



# Corporate Social Responsibility Report

2015

 Auckland  
Airport



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# Welcome

Thank you for your interest in Auckland Airport's efforts to be a responsible business. We are proud of our role as a major New Zealand corporate, as a driver of travel, trade and tourism markets, and as an operator and owner of airports that Aucklanders and New Zealanders can be proud of.

## Making a positive long-term Corporate Social Responsibility (CSR) contribution

Our aeronautical and other activities bring with them responsibilities, opportunities and challenges. We want to make a positive long-term contribution to our employees, community, city, country and the world. This report explains the CSR contribution we have made in the year to 30 June 2015.

## Increasing our CSR contribution in the years ahead

Our 30-year vision to build Auckland's 'airport of the future' gives us a unique opportunity to increase our CSR contribution. Our aim is to strike the right balance between short-term and long-term goals and manage our growth in a way that benefits all our stakeholders. In this report you will see examples of how we have done this in the past 12 months and how we are setting our business up to continue to do this for the next 30 years and beyond.

We have a strong track record in many areas of our sustainability work and we will continue to build on these achievements. In other areas we know we can do more. Over the 2016 financial year you will see us expand our activities to create greater value for the many people who have a stake in our success.



**Adrian Littlewood**  
Chief Executive

# Highlights in FY15



We maintained our inclusion in the Dow Jones Sustainability Index (DJSI) for the fourth year in a row



We won the Skytrax Best Airport Australia Pacific Award



Our Auckland Airport Emperor Lounge was 'Highly Commended for Best Attitude and Service from Lounge Staff' at the global Airport Lounge of the Year Awards



We announced three new international destinations to connect New Zealand with the world



We announced our 30-year vision to build Auckland's 'airport of the future'



We launched Ara, an airport skills and jobs hub, that will connect South Aucklanders with more than 27,000 new jobs over the next 30 years



We received a 'Commended' rating under the Infrastructure Sustainability Council of Australia (ISCA) certification scheme for the operation of our terminal infrastructure



We achieved Carbon Emissions Measurement and Reduction Scheme Certification (CEMARS) for the fourth year in a row



We gave \$567,000 to community groups

# About Auckland Airport

Auckland International Airport Limited (Auckland Airport) owns and operates airports in New Zealand and Australia. We own 100% of Auckland Airport and partially own Queenstown Airport (24.99%) and North Queensland Airports (24.55% Cairns Airport and Mackay Airport). This report focuses on the management and operation of Auckland Airport.

## New Zealand's major gateway

Auckland Airport is the third largest international airport in Australasia by passenger numbers.

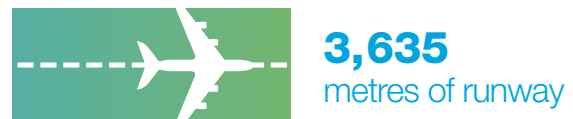
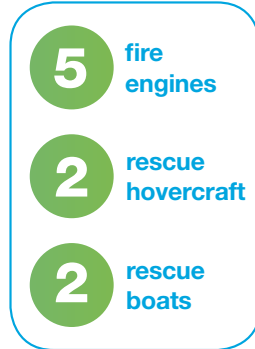
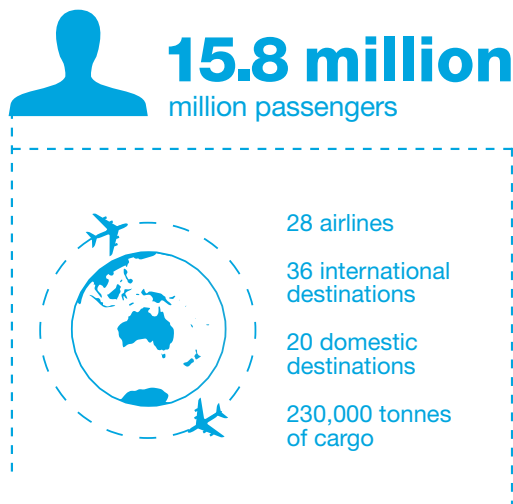
We play a leading role in travel, trade and tourism. Almost 16 million passengers passed through our airport in FY15, including more than 74% of all international visitors to New Zealand.

We handled more than 150,000 aircraft movements to 56 national and international destinations. We brought the world to New Zealand, enabled New Zealanders to travel the world, and connected travellers with towns and cities around the country.

We are New Zealand's second largest cargo port by value. Every year we handle more than 230,000 tonnes of airfreight, worth around \$13 billion.

We are listed on the New Zealand and Australian stock exchanges and have almost 50,000 shareholders. Auckland Council is our largest shareholder.

## Auckland Airport in 2015



**900+** businesses



**100+** shops, cafés and restaurants

**2 hotels**

## Connecting people and businesses

Auckland Airport is a significant retail and business district. We own 1,500 hectares of land – an area larger than Auckland’s CBD. More than 900 businesses operate at and around the airport, employing over 20,000 people. Two hotels and more than 100 shops, cafés and restaurants operate from or near our terminals. Our business park, known as ‘The Landing’, offers over 100 hectares of world-class facilities and is home to international logistics companies, manufacturers and technology leaders.

## Delivering for the future

The number of passengers flying into and out of Auckland each year is expected to increase to 40 million by 2044, making Auckland Airport a global hub for air travel.

We are working hard to manage this growth to create value for everyone who has a stake in our airport and to manage the impact of our operations on the environment. Our stakeholders include travellers and visitors, our business partners like airlines and border control agencies, our tenants, businesses working at and around the airport, members of the South Auckland and Auckland communities, New Zealanders, our employees and our investors.

A major focus in FY15 has been to finalise and announce our infrastructure vision for the next 30 years. This vision to build ‘the airport of the future’ includes a combined New Zealand-themed domestic and international terminal, significant improvements to our ground transport network and a second runway.

We are creating an airport that Aucklanders and New Zealanders can be proud of.



# Corporate Social Responsibility at Auckland Airport

## Why Corporate Social Responsibility (CSR) is important to us

We want to be a responsible business. By respecting and supporting people, the community and the environment we can make a positive long-term contribution to our employees, our investors, the people of Auckland and New Zealand, and the global community.

Being a responsible business makes good business sense too. For example, it helps us attract and retain talented employees, reduce our operating costs and manage our impact on the environment.

## The issues that matter to us

As a responsible business, these 10 issues are 'material' to the way we operate. They are not listed in any particular order.

- Economic contribution
- Customer experience
- Safety and security
- Community and iwi engagement
- Employer and work location of choice
- Smart design and construction
- Ground transport
- Noise and emissions
- Energy and carbon
- Waste and water.

We have chosen these issues based on feedback from our stakeholders. These stakeholders include our employees, travellers, business partners, tenants, community groups and central and local government. These 10 issues form the basis of our Auckland Airport CSR policy and strategy.

## About this report

This report sets out our aims under each of the ten issues listed above, together with several examples of the progress we have made over the past year. These examples are intended to give a flavour of how we approach CSR at Auckland Airport and the results we are achieving. They do not represent everything we have done in the past year.

This report focuses on activities at Auckland Airport located at Mangere, Auckland. The report does not include the activities of the other airports we partially own. This report covers the period from 1 July 2014 to 30 June 2015, the 2015 financial year (FY15).



# Economic Contribution

## Our aim

As the major gateway to New Zealand, Auckland Airport plays an important role in the economic wellbeing of New Zealand and the Auckland region. We want to ensure that this contribution continues to be significant and that the benefits are widely spread.

Here are some examples of our economic contribution in FY15.

## Connecting local business

More than 900 businesses operate at and around the airport, employing over 20,000 people. Many businesses choose to be based here because the location combines the things they value: connections to domestic and international markets with ready access to local customers and suppliers in the Auckland CBD and wider region.

In FY15 Auckland Airport and nearby business activity contributed over \$3.1 billion to regional GDP and supported over 30,000 regional jobs (directly and through flow-on effects).



## Linking New Zealand to international markets

In the past year we have worked closely with our tourism and government partners to improve New Zealand's connections to international markets. FY15 saw increased passenger and cargo capacity in both emerging and established markets, with new routes to North America (Houston), South America (Buenos Aires) and Asia (Manila) announced.

These improved air connections, together with significant capacity and service improvements, are playing an important role in growing New Zealand's largest industry, tourism. Increased air connectivity is also boosting New Zealand's international trade.

## Creating local jobs

Our vision to build 'the airport of the future' is creating opportunities for neighbouring communities and the local economy. We estimate that our 30-year investment in infrastructure will increase regional GDP by \$2 billion, create more than 27,000 new long-term, full-time jobs and lift household incomes by \$1.4 billion over this period.

In FY15 we began planning for Ara, our airport jobs and skills hub. Ara is a partnership between Auckland Airport, construction firms working on our airport development, government agencies, training providers and the South Auckland community. The word 'ara' means 'pathway' in Māori, and the role of Ara is to connect people living in South Auckland with employment and training opportunities at and around the airport.

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*The airport is potentially a complete city of opportunity for people who live in South Auckland.*

**Peter Sykes**  
CEO, ME Family Services, Mangere East

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## Partnering across our supply chain

In FY15 we carried out the first stage of a comprehensive review of our procurement practices. This review will see us embed and consider sustainability criteria in future purchasing decisions across our business.

The result will be improved economic outcomes as we source items locally and create supply chain partnerships built around shared value. We will improve our environmental performance too, as we specify the design of our facilities and the source of materials we use to build and run them.



# Customer Experience

## Our aim

We want to give our passengers, visitors and tenants the best possible experience when they are at Auckland Airport, whether this is for just a few hours or every day of the week.

Here are some examples of how we improved our customer experience in FY15.

## A smooth customer experience for travellers

We launched a new Airport Operating System. This system uses technology to help our airport operations team and our partners who manage ground handling, customs and biosecurity, to plan, monitor and handle aircraft and passenger movements more efficiently. The result for passengers is a smoother, quicker journey through our airport.



## Internationally recognised customer experience

We are proud to be recognised internationally for our airport experience. For many years, Auckland Airport has scored well with Skytrax, a global international benchmarking system for airport customer service. In FY15 we were named the best airport in Australia and Pacific for the seventh year in a row, and we ranked third in the world for airports with 10 to 20 million passengers per year.

We also received awards for our passenger products. The Auckland Airport Emperor Lounge was rated 'Highly Commended' in the global Priority Pass Lounge of the Year Awards 2015. The lounge caters for all international travellers, regardless of the airline they are travelling with.



## Productive partnerships contributing to customer experience

Improving customer experience is a partnership between many organisations that work at the airport. We proudly acknowledge the work of partners like the New Zealand Customs Service, which won the Service Provider Award at the Auckland Airport Aeronautical Awards 2015 for the launch of its new SmartGates. These gates let certain passengers self-process quickly through passport control, allowing Customs officers to focus on other critical elements of their duty to keep New Zealand safe.



# Safety & Security

## Our aim

We take safety and security very seriously at Auckland Airport. Our employees, other people working on the airport precinct, travellers and visitors have the right to stay safe and healthy, whether they are with us every day or spend just a few hours with us. Airports present a particular security challenge: we have a high profile, our operations are complex and conducted at pace, and many people pass through our facilities every day.

Here are some of the ways we kept people safe and secure in FY15.

## Boosting our security and emergency rescue services

In FY15 we finished putting our new access control system in place. The system, which is used by other major airports like Heathrow, monitors and manages access to all areas of the airport that need to be kept secure. We also boosted our emergency marine rescue fleet, adding a second hovercraft and two rescue boats.

## Creating a safe and healthy workplace and airport

In FY15 we continued to run our employee safety culture surveys. The results indicate that our employees are strongly aware of why workplace safety matters and the part they play in making all areas of the airport and wider business district safe to work in and visit. We also gave our employees further health and safety training.

## Managing the risks posed by wildlife

Birds pose a major risk to aircraft safety, and our significant efforts to monitor and manage wildlife around the airport precinct reflect this. For example, we keep grass long enough to deter birds from landing, but short enough to avoid creating a home for their food sources like seeds and insects. We also provide habitats for birds in areas which do not threaten aircraft safety.



# Community & Iwi Engagement

## Our aim

We want to be a good neighbour and play an active part in building strong, vibrant local and national communities. These communities include people working at and around our Auckland Airport precinct and living in South Auckland, the Auckland region, and around New Zealand.

Here are some of the ways we supported community and local Māori people ('iwi') in FY15.

## Helping local and regional communities get ahead

Our communities tell us that improving education and employment and protecting the local environment are important to them. In FY15 our Auckland Airport Graduate Scholarships offered local school leavers summer employment as Passenger Experience Assistants in our international terminal, together with support for their tertiary studies. Two students received scholarships and 15 students were offered other work opportunities at the airport.

We donated \$567,000 to community groups. This included a grant of \$327,000 to the Auckland Airport Community Trust to fund learning, literacy and life skills in South Auckland, and grants to long-term charity partners like the Counties Manukau Life Education Trust and the Leukaemia and Blood Cancer Foundation.

We were also able to support the community financially using money generously donated by travellers and visitors to our airport. For example, our firefighters competing in the annual SkyTower Firefighter Challenge raised over \$100,000 from public donations for the Leukaemia and Blood Cancer Foundation. We also donated \$120,000 to 12 regional charities as part of our Twelve Days of Christmas campaign, partly funded by money travellers placed in our collection globes.

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*Our Manukau programme has received tremendous support from Auckland Airport Community Trust over the years.*

**Tony Culliney**  
Chief Executive, Storytime

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## Celebrating the strengths of our local communities

We are proud to showcase the talents of our local community. In FY15 we displayed artwork by Papatoetoe High School in our international terminal. Kapa haka and cultural groups from local schools entertained travellers and visitors.

## Engaging with local iwi

Building strong relationships with local Māori ('iwi') is important to us. Iwi continue to play an important part in airport activities. We have collaborated with them on our 30-year development plans and iwi members provided regular cultural advice and services for events. Our airport marae Te Manukanuka o Hoturoa continues to be a valued facility for community meetings.

In FY15 Auckland Airport supported Māori Language Week. Activities included making terminal announcements in the Māori language and hosting performances by Māori cultural groups in our international terminal.



AUCKLAND AIRPORT  
COMMUNITY  
TRUST



# Employer & Work Location of Choice

## Our aim

The airport is an important business district and provides Aucklanders with a wide range of job opportunities. We want to be an employer of choice for our own employees and to encourage other businesses to consider the airport precinct as a convenient place to locate their operations. We also want all people working here to benefit from the facilities on offer and for South Aucklanders to gain long-term employment here as we build 'the airport of the future' over the next 30 years.

Here are some examples of how we have continued to make Auckland Airport an employer and work location of choice in FY15.

## Being an employer of choice

Our approach to CSR starts at home. Our first duty as a responsible business is to our employees.

Auckland Airport has a strong employment brand which is underpinned by our fair remuneration practices. We benchmark our pay scales to the New Zealand private sector market and reward outstanding performance with above-average rewards. In FY15 all employees shared in the company's success with a one-off company bonus.

We increased our investment in learning and development for all employees. In FY15 our development programme covered both technical and personal development and we offered a new suite of leadership activities for all managers and supervisors.

Our Employee Assistance Programme (EAP) gives employees and family members 24-hour access to free, confidential counselling for personal issues. In FY15 employees used the service to receive help with issues ranging from family stress to bereavement.

We are fortunate to have a culturally diverse workforce which reflects the demographics of the customers we serve and the community in which we operate. We continued to invest in developing our female employees, including by celebrating International Women's Day with a networking event.



## Expanding our business district

We continue to expand The Quad, our pedestrian-friendly, low rise office campus. The campus offers tenants high-quality accommodation with amenities like cafés, shops and sporting facilities nearby. In FY15 we commissioned Quad 7, an 8,500m<sup>2</sup> multi-tenanted office building which will be built to 'green building' design principles.

We continue to maintain a range of recreational facilities that are available to all people working in and around the airport. These facilities include a running track, mountain bike track and football field.

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*We are impressed with the scale and quality of Auckland Airport's developments, in particular the planning and investment it is directing towards creating a world-class business environment.*

**Gavin Pollard**  
Managing Director, Fuji Xerox New Zealand

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## Local construction workers needed!

Expanding and improving our airport over the next three decades will create 700 to 1,000 new jobs every year between 2017 and 2026. This number almost doubles if we include flow-on jobs (jobs created from the spending of people and businesses working on airport construction projects).

We want to make sure that as many of these jobs as possible go to members of the South Auckland community. Local work for local people makes sense for everyone involved: the airport, local employers and local people. With this in mind we established Ara, our airport skills and jobs hub. Through Ara we will be connecting employers at Auckland Airport with South Auckland people looking for work and training.



# Smart Design & Construction

## Our aim

Putting our 30-year infrastructure plan in place is a huge opportunity and a huge responsibility. We want to ensure the development contributes positively to the 10 material issues that are important to us as a responsible business.

For example, our infrastructure development programme is an opportunity to improve our customer experience, reduce our energy consumption, manage our supply chain, improve ground transport options, and offer employment for people in our neighbouring South Auckland community. This new infrastructure will be in place for many generations – and we need to get it right.

Here are some steps we have taken in FY15 to make the most of this unique opportunity.

## Embedding smart design

Smart design solutions will deliver high-quality results for years to come. With this in mind, we have piloted the Infrastructure Sustainability Council of Australia's (ISCA) rating tool for our terminal. This tool evaluates how sustainable our building plans are and guides us on potential improvements. This is the first time a New Zealand infrastructure development has used this tool. We are now considering using it to rate the design of other aeronautical developments.

We also reviewed all our purchasing practices in FY15. As a result of this review, future construction contracts will include tighter rules around the design of our facilities and the source of materials we use to build and operate them.



## Employing local people on our development programme

To support our airport jobs and skills hub Ara, Auckland Airport has included clauses in our construction contracts that require firms working on our airport development to partner with Ara to provide jobs for people living in South Auckland when they recruit for this work.





# Ground Transport

## Our aim

We want Auckland Airport to be well connected with the rest of the city and beyond. Current traffic volumes across Auckland are putting significant pressure on our transport infrastructure and we estimate that traffic volumes to and from Auckland Airport will double over the next three decades. With central and local government transport agencies, we have a major challenge to make the airport more accessible. FY15 has been about preparing to tackle that challenge.

## Investing in data and analysis

We have invested heavily in collecting and analysing data to better understand our transport network. This data has shown us that people travel longer distances to get to the airport and travel more often in private vehicles than the regional average for Auckland.

## Taking a coordinated approach to tackle traffic challenges

Working closely with Auckland Transport and the New Zealand Transport Agency, we have developed a transport strategy to tackle our transport issues and accommodate future growth. This strategy has identified 85 initiatives to improve our transport network. These initiatives fit into three themes:

- **Improving infrastructure and the network**

This includes upgrading one of the state highways used to travel to and from the airport from expressway to motorway, and removing signalled intersections to provide a more reliable route. Future-proofing will include providing for bus lanes and a rail link. Inside the airport precinct we have commissioned projects to improve safety and add more park and ride facilities and we are investigating installing a central pedestrian bridge to improve access around the airport precinct.

- **Modal shift**

Only 2% of employees and 7% of passengers use public transport. We are working with our transport partners to offer a wide range of transport options. These options will include better public transport, with greater frequency, more convenient bus stops and better infrastructure like shelters and bus lanes.

- **Demand management**

Our traffic network experiences significant peaks. We are working with business park tenants to investigate options to spread the peaks by managing traffic away from high-demand periods. Infrastructure like park and ride facilities may support this work.



# Noise & Emissions

## Our aim

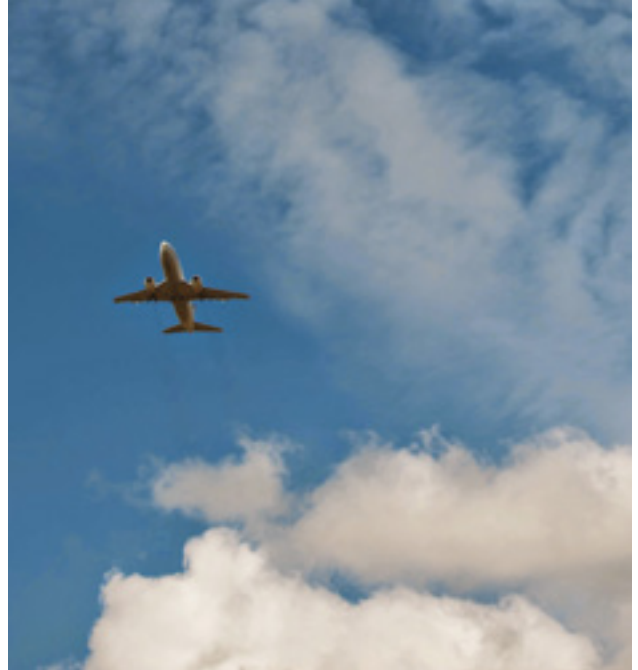
We want to partner with airlines, government agencies and the community to manage aircraft noise. Here are some of the ways we have done this in FY15.

## Designing smarter flight paths to reduce noise over residential areas

SMART flight paths use satellite-based navigation to enable aircraft to operate more efficiently. When aircraft operate efficiently they generate less noise, save fuel and reduce carbon emissions. Following a trial and community feedback, two new approaches to Auckland Airport from the north were modified to involve a higher altitude and wider approach curve. These two approaches came into permanent operation on 28 May 2015. A trial for an additional SMART approach from the north began on 1 September 2015 and continues.

## Supporting communities affected by aircraft noise

Auckland Airport provided the Auckland Airport Community Trust with \$327,000 in FY15 to fund learning, literacy and life skills in those parts of the city most affected by aircraft noise.



# Energy & Carbon

## Our aim

As the main gateway to New Zealand, Auckland Airport wants to take a best practice approach to managing and reducing carbon. There is a direct business benefit too: improving energy efficiency reduces our operating costs.

We have a strong track record in energy management. Our energy management plan is published on our website and our carbon footprint and emissions management and reduction plans are externally verified.

Here are some examples of our progress in managing energy and carbon in FY15.

## International certification for managing carbon emissions

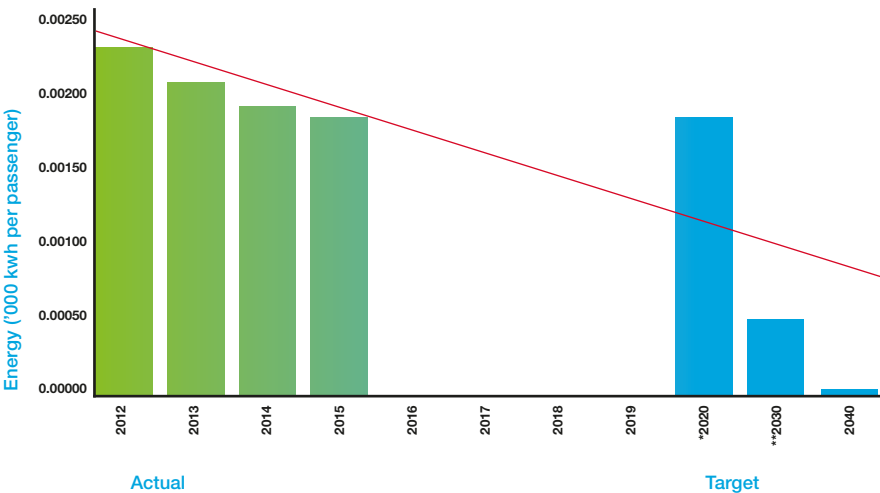
We achieved Carbon Emissions Measurement and Reduction Scheme Certification (CEMARS) for the fourth year in a row. This certification shows that we have an externally audited programme in place to measure and manage carbon emissions, and that this programme satisfies international standard ISO14064-1:2006 (Greenhouse Gas Accounting and Verification).

## Energy consumption goal achieved ahead of time

We have set ourselves an ambitious target to reduce energy consumption per passenger by 20% by 2020 from our baseline year of 2012. Despite a big increase in passenger numbers, we have steadily reduced absolute consumption and achieved the energy consumption target well before our target date. Our consumption in 2015 is already below our 2020 goal. This success, which has also delivered financial benefits, has encouraged us to increase our targets.

Our expansion plans for the next 30 years will give the airport a very different footprint and scale. We have the opportunity to embed energy efficiency principles from design through to construction. To respond to this opportunity, we have set ourselves the aspirational goal of reducing energy consumption per passenger by a further 75% by 2030.

## Energy usage FY15



## Reducing emissions and improving air quality

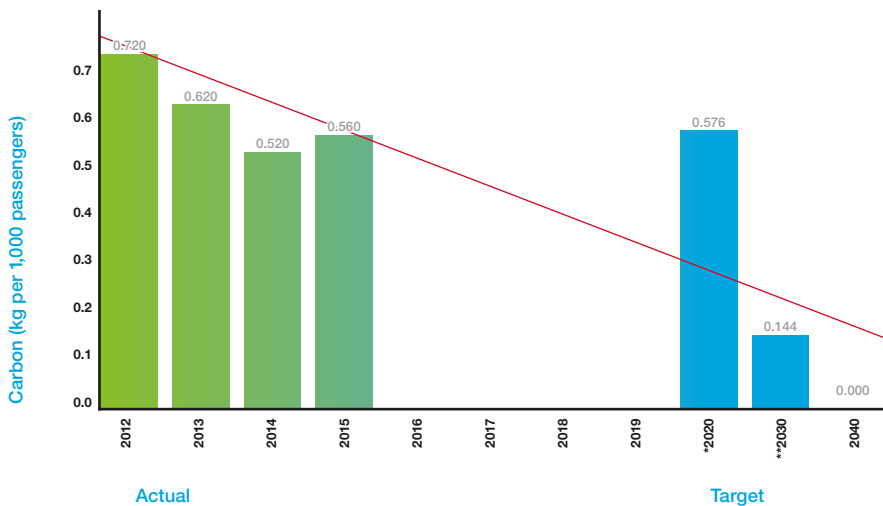
Carbon emissions per passenger have continued to fall in recent years and we have already achieved our 20% reduction target. However, 2015 was an exception to this trend, with increased emissions over the previous year. This increase is due mainly to a shift towards using more natural gas in our overall energy mix to increase heating in our terminals. We have set an aspirational goal of reducing our carbon emissions by a further 75% by 2030.

We have installed new ground power units (GPUs) on all our international aircraft gates. These GPUs enable aircraft to switch off their on-board auxiliary power unit and plug into electricity while they prepare for their next flight. The result is lower fuel burn and less air pollution. Over 80% of international aircraft use these GPUs while at Auckland Airport.

We are also changing our vehicle fleet to include fuel-efficient models. We bought our first plug-in hybrid vehicle in FY15 and installed two charging points. We plan to introduce charging infrastructure for our business partners in FY16 to support their efforts to reduce emissions.



## Carbon emissions FY15



# Waste & Water

## Our aim

Most of the waste generated and water used at the airport results from the operations of our airline partners and tenants. To limit the impact that our business has on our natural environment, we work with these partners to help them reduce waste and use water efficiently.

Here are some steps we have taken to manage waste and water in FY15.

## Reducing waste generated

Our waste management plan includes a goal of reducing waste per passenger by 20% by 2020. This plan generates environmental benefits and makes good business sense too: reducing waste and maximising recycling reduces our operating costs. Our recycling rate has increased steadily from 17% in 2012 to 29% in 2015 across all our operations. This has helped us exceed our waste to landfill target for 2015.

## Recycling aircraft waste

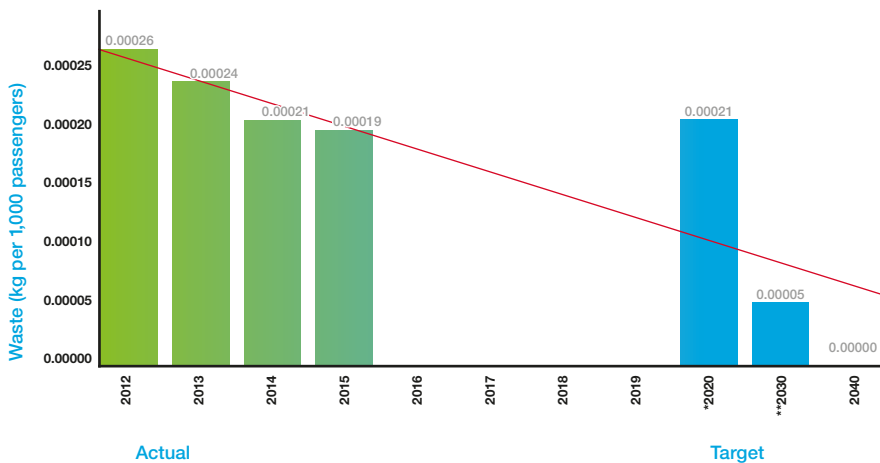
A large amount of waste generated at the airport comes from aircraft. Airside waste poses additional challenges, as we need to make sure that biosecurity requirements are met.

In 2015 we launched a new airside waste transfer facility. Initially developed to meet Ministry for Primary Industries requirements around quarantine waste, the facility also provides opportunities to recover and recycle more waste from airlines and their ground handling agents. The new airside waste transfer facility will boost our recycling rates in future years.

*Previously 100% of cabin waste was considered a biosecurity risk and destroyed. It was a daring move to think outside the box that there might be another pathway for a number of the waste items. What OCS and Auckland Airport have achieved has been a real game changer.*

**Doug Farr**  
Senior Quarantine Officer,  
Ministry for Primary Industries

## Waste to landfill FY15



## Recycling waste in our terminals

We have been recycling food waste from our terminals since 2014. Until now most of this recycling has taken place behind the scenes by retailers, cafés and restaurants located in our terminals.

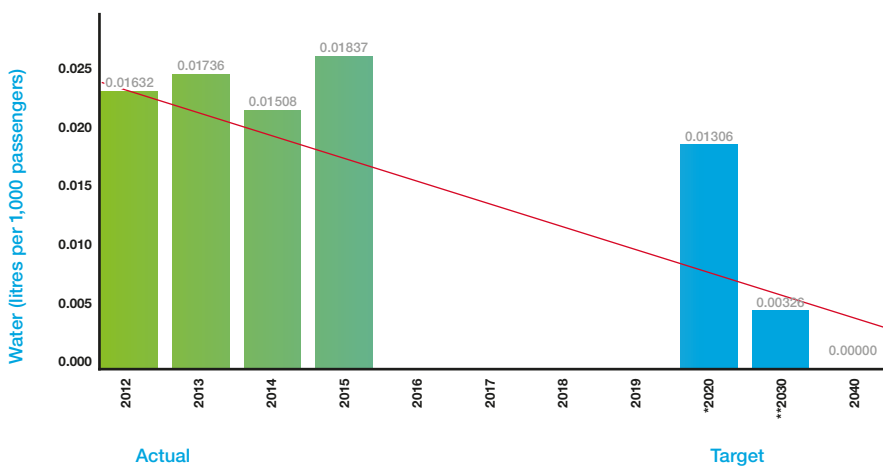
However, knowing that the travelling public and visitors want to play their part in waste recovery and recycling too, in FY15 we reviewed recycling opportunities in the public areas of our terminals. As a result of this review we have installed prominent, easy-to-use recycling facilities in high-traffic pedestrian areas in the international and domestic terminals. These facilities help divert waste from landfill and send a strong signal to the travelling public that we are committed to sustainability.

## Airport design reducing water consumption

We have taken active steps to manage consumption, including harvesting rainwater, retrofitting low flow devices and adjusting cooling systems. Despite these activities, water use has been gradually increasing with passenger growth.

Over the next three decades the airport will be considerably expanded and improved. Plans to minimise water use as we build and run the new facilities form a key part of the design process. At the same time, we are investigating opportunities to substitute rainwater and/or greywater for purposes other than drinking.

## Water usage FY15



# Looking Ahead

Our 30-year development programme gives us a unique opportunity to increase our CSR focus and generate significant, long-term, sustainable benefits for everyone with a stake in Auckland Airport. Examples include building smart design principles into our development plans to reduce carbon and water use and helping South Auckland people gain employment building and running the expanded airport.

We also want to partner effectively with other businesses working at and around the airport to increase the scale and scope of the benefits we generate as a business community. As one of Auckland's and New Zealand's largest business hubs, we have the opportunity to make a significant, lasting contribution in many areas which will benefit local, national and global communities.

For example, over the next year you will see us working with other employers to connect South Auckland people with long-term jobs at and around the airport. We will also be partnering with other businesses to make it easier for them to access waste management systems and recharge low emissions vehicles, and to improve ground transport options for employees and movement of goods.



# Measuring Our Progress

	UNIT	FY12	FY13	FY14	FY15
<b>PASSENGER MOVEMENTS</b>					
		<b>14,006,122</b>	<b>14,516,215</b>	<b>15,062,085</b>	<b>15,816,786</b>
International		7,193,975	7,317,324	7,687,836	8,124,435
Domestic		6,236,915	6,760,537	6,911,689	7,198,595
International transit		575,232	438,354	462,560	493,756
<b>DESTINATIONS SERVED</b>					
International		33	32	34	36
Domestic		21	21	21	20
<b>AIRCRAFT MOVEMENTS</b>					
International		45,094	44,314	45,809	46,692
Domestic		110,421	110,832	107,454	104,264
<b>SAFETY</b>					
Lost time injuries (employees)		7	5	1	5
Lost time injury frequency rate (LTIFR) (employees)	Injuries	5.9	2.9	0.3	1.5
Lost time injury frequency rate (LTIFR) (contractors)	Exposure hours x 200,000	Not available	2.8	0.5	1.7
<b>ENERGY &amp; CARBON</b>					
Total energy consumption (campus)	GWh	101	98	97	99
Electricity consumption international terminal	GWh	21	20	20	19
Gas consumption	GWh	12	10	9	11
Diesel consumption	Litres	50,784	44,589	78,342	65,450
Petrol consumption	Litres	32,070	37,510	46,258	38,997
Jet A1 consumption	Litres	25,244	29,148	35,222	31,478
Total CO <sub>2</sub> e	Tonnes	12,199	10,871	9,271	11,104
CO <sub>2</sub> e per passenger	Kg	0.87	0.75	0.62	0.70
Scope 1 emissions	Tonnes	2,615	2,404	2,161	2,408
Scope 2 emissions	Tonnes	6,204	5,456	4,307	5,086
Scope 3 emissions (mandatory)	Tonnes	1,308	1,151	1,289	1,373
<b>WASTE &amp; WATER</b>					
Waste to landfill (airport operations)	Tonnes	2,166	2,142	2,161	2,147
Waste per passenger	Kg	0.26	0.24	0.21	0.22
Waste recycled	%	17	20	22	29
Total water used	'000 m <sup>3</sup>	229	252	227	291
Rainwater harvested	m <sup>3</sup>	1,200	1,200	1,200	1,200
Water per passenger	Litres	16.32	17.36	15.08	18.37
Large spills >2m <sup>2</sup>	Number	7	12	23	29
Total spills	Number	86	82	111	95
<b>NOISE &amp; EMISSIONS</b>					
Noise notifications per 10,000 air traffic movements	Number	3.6	4.3	510*	177
Noise infringements	Number	0	0	0	0

\*Introduction of SMART trials