

A Kiwi slice of Queensland



Cairns: © Holger Mette | Dreamstime.com

In a move aimed at expanding and diversifying its assets, as well as providing Auckland Airport with a better connection to growing Asian markets, Auckland International Airport Ltd has purchased a 24.55 per cent state in North Queensland Airports (NQA).

The company operates Cairns and Mackay airports, both of which offer huge potential benefits for Auckland Airport.

Cairns is Australia's seventh busiest airport and is the closest international airport to Asia on Australia's eastern seaboard.

Mackay Airport is the main airport servicing the Bowen Basin, an important region for natural resources, with one of the largest deposits of coal in the world. Both airports also serve as gateways to multiple tourism areas within Australia.

Auckland Airport is the only airport operator shareholder in NQA, and will provide operational influence and information sharing to the two airports, while ensuring all three airports benefit from joint air services development.

"This is very much a case of the right deal at the right time," says Auckland Airport's chief executive, Simon Moutter. "We've been able to take advantage of a rare opportunity to enter the Australian airport market alongside key partners."

However, Moutter is keen to clarify that Auckland Airport remains the priority for the business. "Our commitment to continuing to be one of the 10 best airports in the world and developing more air services to help grow New Zealand tourism and trade won't be changing," he said.

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Did you know?

9.6% of the NZ workforce are employed in tourism-related roles.

20.3 days is the average intended length of stay for international visitors

10.3%. The annual growth in Aussie visitor numbers to New Zealand

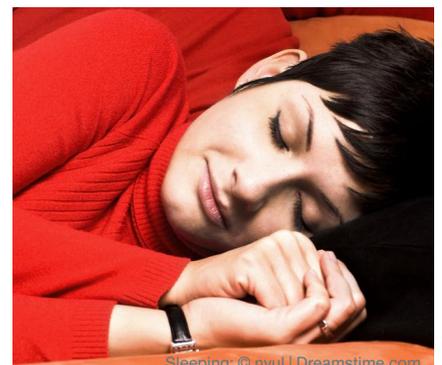
55,948. The number of New Zealand residents who visited China

Figures are for year ending Nov 09. Source: Ministry of Tourism, New Zealand

Sleep tight

There's always room for one more award, especially one like this – the **Guide to Sleeping in Airports** (<http://sleepinginairports.net>) named Auckland Airport as the best airport for sleeping in the South Pacific region for 2009.

The website decides on its winners through a mix of voting and recent review, so at least you know it's based on real experiences.



Sleeping: © nyul | Dreamstime.com

Top dog

Kevin Bowler holds our national image in his hands. The former head of joint venture start-up Yahoo!Xtra is Tourism New Zealand's (TNZ) new chief executive, taking over from George Hickton who left in December after 10 years in the position.

Bowler's extensive experience in marketing and business leadership will be particularly helpful in reaching TNZ's goals.

"My belief is that Tourism New Zealand has a simple objective: to increase the value New Zealand derives from incoming visitors," he said in the latest TNZ newsletter.

"This can be achieved by attracting more visitors, by extending their length of stay or by increasing the average spend of each

visitor. Ideally, of course, we will improve all three."



A word from Simon Moutter

Happy New Year to everyone – I hope everyone has had a chance to enjoy at least some of the fine weather we've been lucky to have.

After a challenging 2009 for the industry it's been an exciting start to the new year, and I am very confident that 2010 will be a massive one for the entire airport community.

Already we have seen some very encouraging signs, including a continued increase in passenger volumes in the first month of the calendar year, plus a major investment made by Auckland Airport into Cairns and Mackay airports, which we hope will help drive more passenger volumes here to Auckland. That will be good for all the businesses based at the airport and ultimately be good for New Zealand.

In fact passenger volumes are going so well that the week ending 10 January 2010 saw the single largest weekly passenger volume ever at Auckland Airport. More than 154,000 international travellers experienced the fantastic services provided at one of the 10 best airports in the world, beating our previous record of just over 153,000 international travellers in a single week in December 2006.

That's quite an amazing achievement, and a testament to everyone who helped make that customer service experience happen for those 154,000 people.



Everyone in the airport district plays a part in effectively managing and providing a world-class customer service experience for such a huge number of travellers; from the baggage handlers, to the airline staff, to the border agencies and aviation security staff, to the car-parking staff, to the retail and food & beverage workers, to the taxi drivers, bus drivers and rental car companies, to the airport emergency services team, to the airport cleaning staff, to the logistics and distribution workers, and so on and so on.

Auckland Airport is regarded as one of the best 10 airports in the world only because of the passion, commitment and shared purpose of the entire airport community, and I sincerely thank you all for that.

I'm looking forward to the airport performance bar continuing to be raised even higher and more records being broken in 2010.

Best regards,

Simon Moutter
Chief executive, Auckland Airport

We'd love to be the #1 airport in the world

VOTE NOW

www.worldairportsurvey.com

A | Auckland Airport

A top 10 airport in 2009

click here

VOTE NOW and you could WIN a SONY VAIO LAPTOP from Skytrax!

Be prepared

Rugby World Cup fever is building, and more and more businesses are realising what a huge impact this coveted sporting event will have on New Zealand's economy.

With this in mind, the Visitor Ready Programme and Auckland Tourism are offering a series of six workshops in February and March to help tourism-related businesses make the most of the vast array of opportunities offered by the 2011 World Cup.

To find out how you can take advantage of these free workshops visit www.tourismauckland.com or contact Jeanette Shuttleworth on 09 979 7020. Spaces are limited and will be allocated on a first come, first served basis.



Sky High

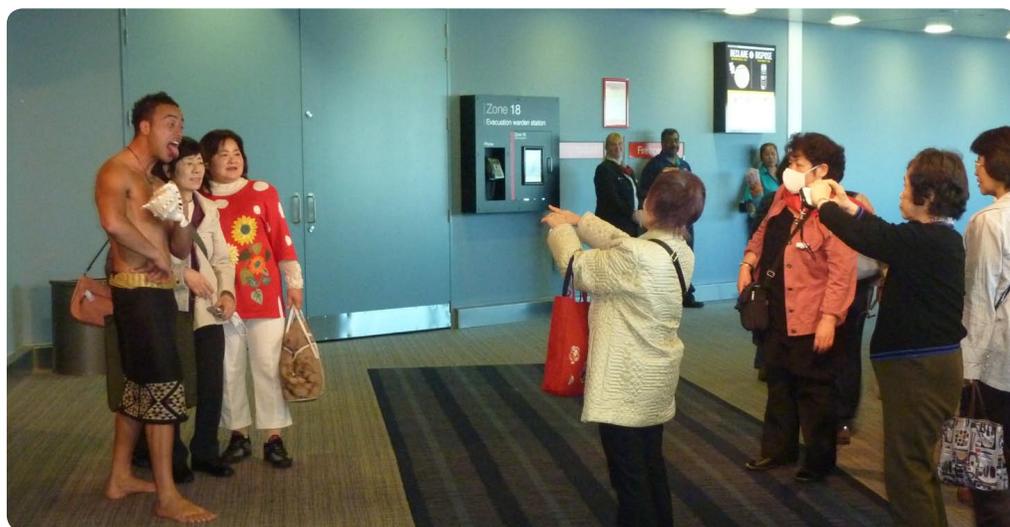
Good news for Air New Zealand was good news for its staff when the airline was named "Airline of the Year" at the Air Transport World magazine awards – the aviation industry equivalent of the Oscars®.

It's the first time Air New Zealand has won the award since it was first given out in 1974 and to celebrate, all 11,000 employees will receive an extra day off in 2010.

Judges commended the airline for its "superb commitment to safety and operational excellence" as well as its navigational technology, passenger-friendly IT systems and caring staff.

Air Transport World magazine said Air New Zealand performed remarkably well during one of the most turbulent periods of aviation history. It was also impressed with their leadership role in addressing environmental issues facing the industry.

Making a good impression



There was something different about four recent flights into Auckland Airport. All four were charter flights from Japan filled to the brim with tourists booked through Japanese travel agents.

The flights arrived weekly from December 29, 2009 to January 19, 2010, using planes hired from Air New Zealand. Each group stayed six days, travelling around New Zealand on special organised tours.

It's a great example of an airport working alongside airlines to improve tourism in New Zealand and a practice the airport is

keen to encourage.

The passengers were treated to a special welcoming package that included a huge water fountain over the planes as they arrived, a special Maori welcome and songs, VIP lanes at customs and immigration, and special inter-terminal buses.

Helen Li, Auckland Airport co-ordinator for the project, says the extra effort was much appreciated. "All the passengers were really interested, they especially enjoyed listening to the songs. It's a great way to spend the waiting time."

Surf's up



Gabriel Medina : © CPL | ISA

Piha played host to around 250 young surfers from 30 different countries last month as the Quiksilver ISA World Junior Surfing Championship rolled into town.

The competition ran from January 20 to 28 and Auckland Airport got in on the act by providing space at the airport to showcase the event and ensuring visitors to Auckland know where to find the action.

Piha is said to have some of the hardest surfing conditions in the world, and the junior competitors certainly had some tough moments as they tried to find just the right wave to show the judges what they were capable of.

Despite the youth of the competitors, there were some great skills on show, especially from Brazilian Gabriel Medina, whose aerial skills helped him take out the gold individual medal. Australia took overall prize for their fifth straight teams title, with New Zealand finishing seventh overall. The standout from the Kiwis was Ben Poulter who came sixth in the under-16 boys. He was incredibly close to getting a podium finish and showed great promise for the future.

Auckland is using its performance with the juniors to bolster its bid for the ISA World Surfing Games 2011 (ie the adult version), so watch this space!

Pedal power

It all started with a desire to get customers between the domestic and international terminals as quickly as possible. Now the idea for a pedicab service at Auckland Airport is being researched further as a possibility for the future.

The innovative concept was the brainchild of the Airport's IT team – Mal Snaize and Hammish Luong – and won the Quality of Time award at the Every Minute Matters competition. It also came highly commended in the Innovation section.

Snaize says their inspiration was the bikes in operation at the Viaduct, and also the rickshaws in some Asian cities. "But we discovered that pedicabs come in a whole bunch of types, from super basic to

very modern versions."

Their final submission was aimed at giving passengers a fun, quirky, Kiwi experience, with the suggestion that the drivers could provide tips and information about New Zealand while driving pedicabs that were unique to the Auckland Airport environment.



Photo: trixi.com

A Royal flush

There was no way Auckland Airport could escape the royal fever that gripped the nation when Prince William arrived for his whistle-stop visit. It was, after all, the Prince's first stop.

As befits his rank of second in line to the throne, he had an extensive entourage, including Prime Minister John Key and Governor General Sir Anand Satyanand, who were on hand to meet and greet their "boss". But as with all good things, the visit came to an end; Australia was calling.



© New Zealand Herald

SHOPPING NEWS

The best deals

You'll find fantastic, exclusive vouchers in the new tax and duty free booklet, out until April 30, 2010. Grab the booklet on your next trip and take advantage of great deals such as these...

- Buy any three bottles of Bombay Sapphire Gin, Bacardi or 42 Below Vodka for only \$99 on arrivals at DFS.
- Buy six bottles of wine or champagne and get the cheapest two free at JR Duty Free.
- Get a half tank juice and regular salad for only \$9.90 at Tank Juice Bar.
- Get 20% off everything at Beachculture!

grab your booklet and use the

exclusive vouchers
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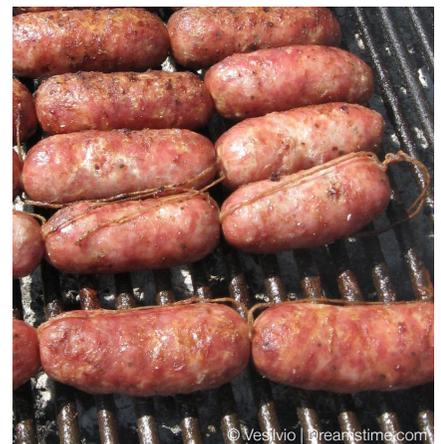
On yer bike

Lift is celebrating its fourth birthday with Bike to Work day.

The event is designed to encourage people working in and around the airport to take advantage of a method of transport that is a cheaper, more efficient and a great way to get your daily dose of exercise.

It all takes place on Wednesday February 17 and to reward those who do get on their bikes, there will be a Bike to Work Breakfast in the International Terminal carpark from 7.30am.

Sausages will be sizzling but there will also be some healthier options so you don't put on all the calories you burned to get there!



© Vestivo | Dreamstime.com

Safe and secure



In response to the latest attempted terrorist attack at Christmas, tighter security measures for all flights to the US have been in place at Auckland Airport since Boxing Day.

All passengers going to the US must now go through a secondary screening process, which involves the removal of shoes, a full body pat down, and a physical search of all hand luggage.

These instructions have been issued by the US Transportation Security Administration (TSA) and the Auckland screening is being

carried out by the New Zealand Aviation Security Service.

Once through the secondary screening procedures, US-bound passengers are kept separate from passengers going to other destinations.

The additional procedures take around five minutes per passenger, which means travellers need to be at the airport **at least** three hours prior to their flight to ensure they make it through the secondary screening in time.



Keeping safe

With the Auckland Airport Police

This summer has seen a number of incidents involving attacks on vehicles. While we strive to make Auckland Airport a crime-free area, it is a difficult task and airports around the world suffer from similar attacks.

You can help by securing valuables such as phones, GPS, laptops and hand bags whenever you park.

As an extra measure, we have adopted the highly successful Crime Stoppers project at Auckland Airport. This system enables people to anonymously provide information about crime.

We anticipate this scheme will help make Auckland Airport an even safer place to travel to and work at.

For more information see www.crimestoppers-nz.org or phone 0800 555 111.

Say it with flowers

14 February 2010

Just because you're at the airport doesn't mean you can't surprise someone you love with flowers. Travellers and staff can take advantage of the special Valentine's Day offers available at Airways Florist.

Airways Florist is situated in the arrivals area at Auckland Airport's international terminal, and director Jitendra Bansda says the staff are exceptionally friendly, plus they always respect their customers' confidentiality – so your secret crush is safe with them.

"We have a fantastic range of flowers, as well as soft toys, chocolates, and a new

range of Valentine's balloons especially for the occasion. We also give away surprise gifts throughout the day, and if you want to order early, we can design something special and deliver it on the day."



Keen to advertise or contribute to this publication?

We love hearing about what is happening around and about the airport. If you have news to share with the airport community then make sure you let us know and we will help spread the word. If you have a local business and would like to place a tile advertisement with a link through to your website then please also contact us.

Email airporttimes@akl-airport.co.nz. Deadline: 25th of the month.

Winners

The following people won our new subscriber prizes in our December promotion.

Congratulations to:

- Tracy Hurst and Hugh Nathan - Butterfly Creek family passes.
- Andrene Low, Alex Ho, Tui-Lee and Liz Barker - \$50 Beachculture vouchers.
- Renn Price - \$100 Foodtown voucher.
- Eddie Morrish - \$100 Whitcoulls voucher.
- Jo Parsons - \$100 to spend at Treasure Island Adventure Golf.
- Allan Flaxman - \$100 Kiwi Discovery voucher.
- Shiu Verma - round of golf for 4 people at Aviation Country Golf Club.
- Mary-Lee Anderson - \$100 Icebreaker voucher.
- Judy Day - \$100 AWPL voucher.
- Jon Labuschagne - \$100 voucher to JK's World of Golf.

A huge thank you to the wonderful stores who donated these fab prizes!

