



IN THIS ISSUE

- ▶ Auckland in the top 10 again!
- ▶ Making a marque
- ▶ Foodie heaven at the airport
- ▶ Festival of colour
- ▶ The giving spirit

Keeping you informed | ISSN 1176-9432

## Auckland in the top 10 again!



Congratulations Auckland, we've done it again!

Auckland Airport has been named among the best in the world in the annual Skytrax World Airport Awards.

The airport elevated its ranking and was voted the 8th best airport in the world and was also named as the Best Airport in the Australia/Pacific region.

"It's wonderful to see our diligent effort of improving the passenger experience be recognised again" says Auckland Airport marketing manager Sarah Aldworth, who attended the awards ceremony in Copenhagen, Denmark, at the end of March as part of the Passenger Terminal Expo. "This award is full credit to the 12,000 people who work across the airport delivering the friendly Kiwi world-class service. We are also immensely grateful to all the travellers who voted for us."

The World Airport Awards enjoy the highest level of credibility amongst the world's air travellers and airports around the globe. Covering more than 240 airports worldwide, they are based on the results of surveys completed by more than 11 million travellers.

"It's not just a popularity contest," says Edward Plaisted of Skytrax.

"The questionnaire is designed in such a way as to identify the best airports across a wide spectrum of topics."

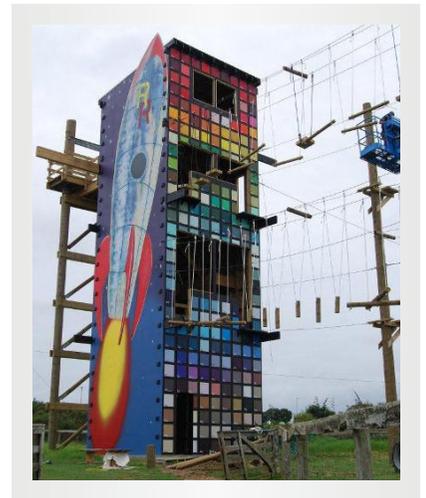
More than 50 awards were announced, including, for the first time, awards for the Best Regional Airports, and a new category for the Best Airport Hotels around the world.

Auckland Airport came ninth in last year's awards and 10th the year before, and has also held the title of Best Airport in Australia/Pacific for the past two years.

## On the ropes

If the idea of flying through the air on a trapeze sounds like you, then don't miss the thrills that Butterfly Creek's new high ropes course has to offer.

Set to open at the end of the month, Rocket Ropes offers a range of challenging activities including a climbing wall, nets and a large slide between two climbing towers.



There are courses to suit a range of abilities, for both adults and children. And, if that's not enough, the flying foxes, giant swings and vertical drops should get your blood pumping.

Butterfly Creek's Rocket Ropes is perfect for corporate team building, school trips, scouts, guides or your next action-packed family outing.

For more information visit [www.butterflycreek.co.nz](http://www.butterflycreek.co.nz)

## Hopping away this Easter?

**\$39** FOR UP TO 5 DAYS PARKING RIGHT AT THE TERMINAL  **BOOK NOW**

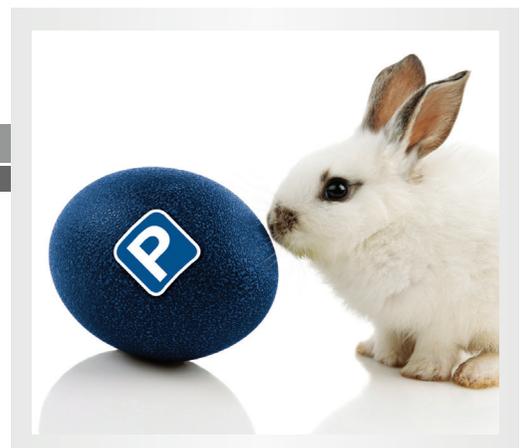
Flying away for an eggs-tra long weekend this Easter? Auckland Airport has a fantastic parking deal that is sure to get your trip off to a hopping good start.

For a special price of just \$39\*, you can park right in front of the terminals

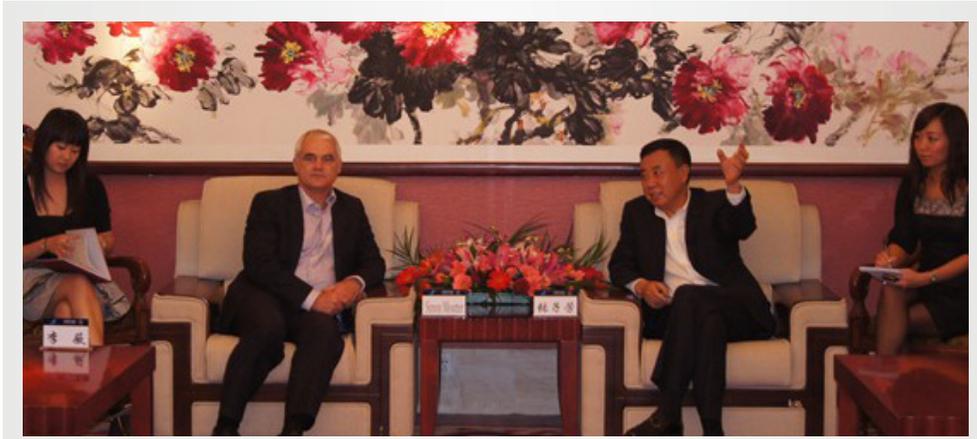
from Thursday to Monday of the Easter holiday weekend.

That's less than \$8 a day! This offer is only available online so hop onto [www.aucklandairport.co.nz](http://www.aucklandairport.co.nz)

(\*Conditions apply)



## More options from Auckland



History is being made at Auckland Airport on 9 April.

It's the start date for China Southern Airlines' new service between Auckland and Guangzhou – and the first time a Chinese carrier has flown direct to our shores.

Hundreds of special guests from China are coming to celebrate the new service, which will operate three times per week.

Tan Wan'geng, the President and CEO of China Southern Airlines and his senior executives, a group of Chinese business leaders and a large media contingent will attend an official launch function on 11 April.

Some of the visitors will travel to Queenstown during their stay while others will meet Prime Minister John Key.

Kevin Bowler, Tourism New Zealand's chief executive, says the new service will offer great opportunities for closer links between the two countries.

"China is also one of New Zealand's fastest growing visitor market and many

New Zealand tourism businesses are excited about the future of tourism between our two countries."

Meanwhile, no frills airline Jetstar starts its new direct A320 service to Cairns this month, with three flights per week making the trip from 12 April.

The low fares airline now has eight aircraft in its New Zealand fleet and represents around 20% of the local market.

Jetstar chief executive officer Bruce Buchanan says the airline is committed to offering the lowest international fares. "Jetstar's strong and sustained growth on the competitive trans-Tasman route is part of the Qantas Group's successful embedding of its two flying brands in this important market," he says.

"Jetstar's partnership in growth with tourism and major airports such as Auckland, Melbourne and in Cairns bridging the Tasman is also enabling this latest international flight expansion."

## Leasing opportunities in Quad5

One of the best new office locations in the country is now on the market for lease off the plans.

Quad5, a sleek new four-story building in the heart of Auckland Airport's business district on Leonard Issit Drive, is due for completion mid 2012.

With around 4,800 sqm of space to let, there are full floors, smaller tenancies and naming rights up for grabs, says Sam Gallaugher of Colliers International, the company marketing the building.

There is 850 sqm available on the ground floor for retail, office and gym space, plus the third and fourth floors are now leasing with 1055 sqm available on each floor.

Designed by award-winning architects, Jasmax, the building will also have a 5-star green rating.



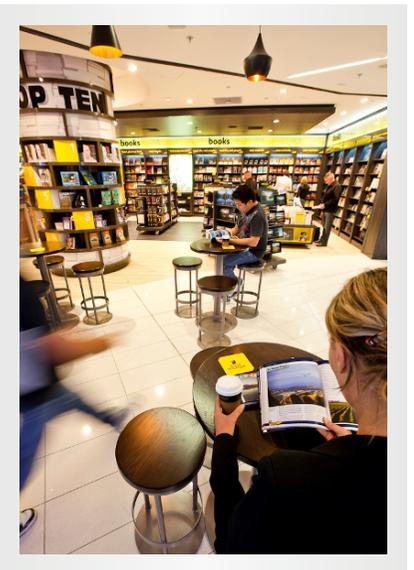
Many of Auckland Airport's management team will be relocating to the building, taking the first two floors of the building.

## Making a marque

Book lovers can now sit back and relax in the new Bookmarque store while they wait for their international flight.

Not just a place to buy the latest bestseller or browse through a magazine, Bookmarque also offers the very best coffee with the first-class AllPress brand, and provides a coffee loyalty programme for frequent travellers.

Bookmarque brings together a marvellous range of New Zealand's favourite snack brands such as Foxtan Fizz, Proper Crisps, Molly Woppy, Antipodes and Kokako.



With this vast assortment of options, a premium selection of beers and Mills Reef wines by the glass, Bookmarque invites you to come in, sit down, relax, browse and enjoy.

↑ 49.2%

The percentage growth in the 12 months rolling international numbers at Queenstown Airport. This is all thanks to new services, including additional trans-Tasman Jetstar flights from December 2010.

## Positive half-year results



Things are looking good at Auckland Airport, with strong growth, increased profits and an improved outlook for the year.

The positive results from the half-year ending December 2010 were announced recently and reflect the company's focus on becoming a sales-led engine of economic growth powered by an expanded airport footprint in New Zealand and Australia. This is coupled with exposure to higher-growth markets, increased airline connectivity and active route development and promotional activity.

International passenger movements are up 5% with more travellers, particularly from Asian countries, using Auckland Airport as a gateway to their adventures.

Retail revenue also increased in the period by 12.9%, up to \$54.809 million.

### Did you know?

In the same half year period as the above results:

Lost and found was busy dealing with 4771 items of property handed in by airport workers.

But only 1770 people reported losing anything...

Dentures topped the list as one of the most unusual items handed in.

A whopping 612 pens 'on chains' have been replaced as a result of theft at check-in, departures and arrivals.

That's roughly 24 pens stolen each week.

## Luxury lounge for Emirates customers

Emirates Airline is building a premium travel lounge at the international terminal to be ready in time for the Rugby World Cup.

Capable of catering for 220 customers seated, the new lounge will have views over both the terminal apron and the airside departure area, including the new Pou Manawa feature.



Highlighted by elegant marble, classic wood panelling, gently flowing water features and plush leather seats, the lounge will also have a dedicated business centre and wireless LAN access; a food court with a gourmet selection of food, and beverages including French champagne; large flat-screen TVs; bathrooms with shower facilities; and international newspapers and magazines.

Emirates' New Zealand manager Christ Lethbridge says the lounge will be particularly useful during the Rugby World Cup period.

The new Emirates lounge is due to open in August. Unfortunately we don't yet have photos of the new space so you will just have to be patient!

## Foodie heaven at the airport



Anyone who is passionate about food will be drawn to the new culinary hamlet being established in Auckland Airport's business district.

Abbeville Farm Estate is an 11-hectare oasis of pasture and mature trees housing some of Auckland's oldest buildings including quaint homesteads, a barn and even a church from the 1800s.

A function centre, cooking school and micro brewery, as well as artisan producers and a farmers market, are all proposed for the estate, which will open later this year.

"It's an exciting project, and Auckland's best kept secret," says Auckland Airport business development manager Sean Thompson.

Located in The Common, just minutes from the terminals, the estate will be the ideal place to host events, exhibitions and product demonstrations.

Builders are currently on site restoring the original buildings to their former glory. Watch this space for more updates on this fantastic foodie project.



 **4.8%**

The international passenger growth for Auckland Airport in January compared with the same period last year.

## Festival of Colour

Wanaka is the place to be this month with the Southern Lakes Festival of Colour spicing things up as the weather cools down.

The biennial celebration has something for everyone, with music, dance, theatre, debates, discussions and art exhibitions taking place from 12-17 April.

Auckland Airport is a silver sponsor for this year's event and is encouraging you to

head south to hear top local and international talent over six days and nights.

Check out Kiwi acts including The Phoenix Foundation and Anna Coddington or the Ole Ola Latin American dance show. Listen to discussions on climate change or the Treaty and hear writers and directors talk about their craft.

Check out [www.festivalofcolour.co.nz](http://www.festivalofcolour.co.nz) for more information.

## Annie helps with vital training

The Clinical Training and Education Centre (CTEC), based at Middlemore Hospital, has put another of the Auckland Airport's 12 Days of Christmas donations to good use. They have used the \$10,000 grant to purchase 'Annie', a specialised medical mannequin.

Annie joins a team of mannequins already in use, and will be used for CPR training, and other procedures such as taking blood samples and doing injections.

What makes Annie different is that she is far more advanced than previous models. She has a skill reporter, which provides real-time feedback to participants completing CPR techniques, for example, with the instructors being able to show trainees printed results recorded by Annie.

CTEC can also use Annie to simulate car crashes, create scenarios where the patient is collapsed or vomiting, as well as provide a heart rhythm and the ability to defibrillate shockable rhythms. Annie is portable, so she can be taken out to schools and into the community.



Photos: Fabrice Bardon and Alaine Image Co

And just while we are talking about sponsorship, Auckland Airport was delighted to sponsor the Best Magazine Travel Story at the Cathay Pacific Travel Media Awards late last month. The awards are organised by Travcom (New Zealand Travel Communicators) to celebrate excellence in travel writing and photography.

The winner of the Auckland Airport award was Liz Light for her story "Shining Example" published in Her Magazine, July 2010. Liz will be using the \$2,000 cash sponsor prize to travel, and at the moment she is thinking Madagascar.

Liz was overwhelmed with the win and is a big fan of Auckland Airport. "I will be using your lovely airport again tomorrow, on my way to New Caledonia, on a job. And returning is always a treat. The efficient, visually appealing, intrinsically New Zealand airport is a beautiful welcoming gateway and gives a brilliant impression of our county to first time visitors," she said.



Team leader for the resuscitating education department Tracey Cooper said having such a medical tool was essential to not only teach nurses and staff certain procedures – as well as university medical students – but also to enhance the skills of hospital staff.

## The giving spirit



The giving spirit that has so epitomised the response to the devastating Christchurch earthquake has also been present at Auckland Airport in recent weeks. Retailers across the airport rallied together to raise money, providing collection points for the Red Cross Earthquake Appeal.

The generosity of the travelling public and the retailers raised a grand sum of \$17,000 over a 10-day period.

At the same time Auckland Airport's emergency services team raised \$20,000,

by roaming the terminals and collecting donations from travellers.

Not to be outdone, Auckland Airport's newest airline, China Southern Airlines, generously donated a massive cheque for \$100,000 to the Christchurch Earthquake Fund.

Mr Tan Wan'geng, President and CEO of China Southern Airlines, presented Tourism New Zealand Chief Executive Kevin Bowler with the donation at the official launch of the new service in China.



## More choice for peckish travellers

There are some big changes going on in the international terminal's landside food court.

The addition of new eateries means a lot more choice for peckish travellers before their flights or for visitors saying goodbye to friends and family.

As part of the changes, sushi bar Hayama is undergoing an upgrade after 10 years at the airport.

And, with the increasing popularity of Asian cuisine, the business is also setting up a Southeast Asian eatery, Silk Road, which will open in May.

The restaurants will operate out of the same space, but will have clear separate identities – Hayama will continue to serve sushi and other authentic Japanese offerings whereas Silk Road will provide Thai, Malaysian and Indonesian flavours.

Added to this, fresh sandwich maker Subway has moved in next to McDonalds



and for the first time, KFC will open in the food court.

The new KFC store, opening in early April, is notable for its unique Kiwiana design, including a pohutukawa leaf ceiling feature.

"We're excited to be able to offer the full KFC menu, including Krushers products and the new grilled chicken option being launched nation-wide in early April," says Anne Singe, general manager HMSHost.

## Keeping safe with the Auckland Airport Police

The aftermath of the Christchurch earthquake was a very busy period for the Airport Police.

Like other police teams, the airport was immediately on stand-by to offer support to anyone that needed it; travelling passengers, displaced tourists, members of the public and our own colleagues at Christchurch Airport. Many of the Christchurch team were still at work while events were unfolding, trying to restore some semblance of normality to their workplaces, all the time knowing that their own lives were fractured.

What quickly became apparent was the speed of the response, both nationally and internationally.

It was heart-warming to greet the search and rescue teams from around the world as they arrived into New Zealand, intent on saving lives and reinstating essential services.

Once more we examine our own levels of response. Rest assured – in the event of a crisis situation, Auckland is like any other international airport: staff are trained and ready.

In the meantime our thoughts remain focused upon Christchurch. We thank the first responders for their valiant efforts and the public for being so patient.



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