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Keeping you informed | ISSN 1176-9432

## Turning Thai



Thai Airways flies to Bangkok five times a week and Thailand is the perfect place to head for a winter escape.

With temperatures not dropping below 19 degrees Celsius in winter, Thailand is a wondrous kingdom, featuring Buddhist temples, exotic wildlife, and spectacular islands. Along with a fascinating history and a unique culture that includes delectable Thai food and massage, Thailand features a modern capital city, and friendly people who epitomize Thailand's "land of smiles" reputation.

Thai Airways is currently offering special fares to Bangkok, ex Auckland through [www.hot.co.nz](http://www.hot.co.nz). Fly to Bangkok (ex AKL return) for just \$1149 per person. Travel is from now until 30 September 2011 & sale period ends 31 July 2011.

Thai Airways' scheduled services are aboard a Boeing 777-200ER aircraft that departs Auckland on Friday, Saturday, Sunday, Tuesday and Wednesday. Flights leave Auckland at 3.30pm and arrive in Bangkok at 9.30pm.

[www.thaiairways.com](http://www.thaiairways.com)

Book now with  
[www.hot.co.nz](http://www.hot.co.nz)

HOUSE OF TRAVEL

## Recognising youth achievement

Auckland Airport is helping high-flying youth recognise their achievements and contribution to their community at the South Auckland Youth Awards.

Nine youth received different awards for their contribution to the wellbeing of their families and community.

Fourteen-year-old Koha Milne won Auckland Airport's Pono Award for her honesty and integrity and her willingness to help those around her in any way she can. She says receiving the award was a real honour.

A student at Kia Aroha College in Otara, Koha is a fluent Te Reo speaker and has achieved outstanding academic results. She is also choreographing and leading her school Kapa Haka teams and to top that off,



she is also a member of T3XpreshNZ, a youth group based at Manurewa Marae.

The group performed at the Youth Awards.

## Chocolate heaven

Sweet-toothed travellers now have a new place to stock up in the international terminal retail area.



The bright yellow Toblerone kiosk arrived at the international terminal in the last week of May and will be there until August, offering loads of specials on the famous chocolate as well as free samples.



Better yet, passengers who live in New Zealand and Australia have the opportunity to win a Vespa scooter if they buy two products from the stand.

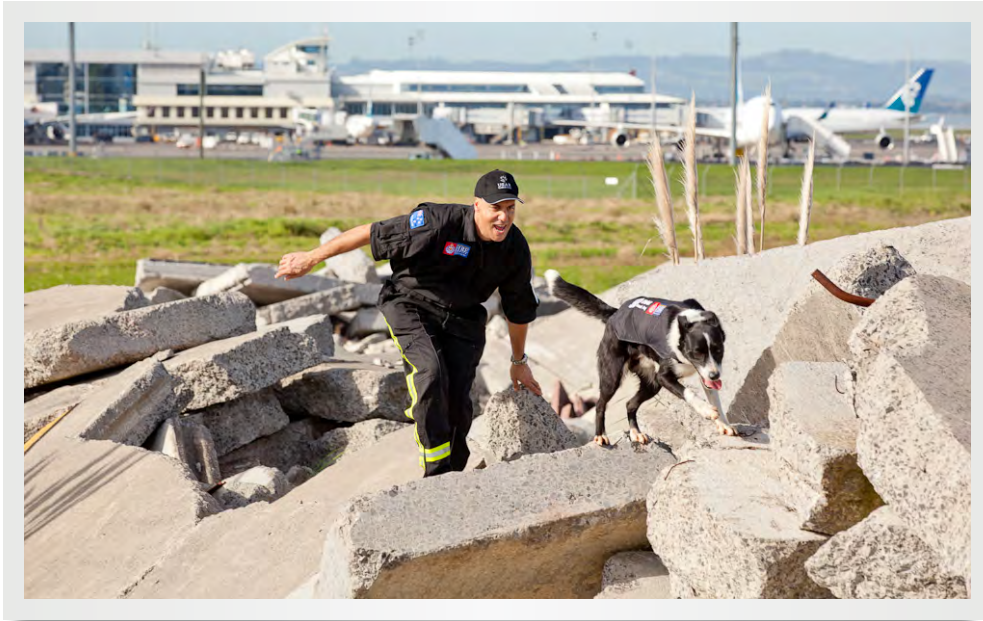
[www.toblerone.com](http://www.toblerone.com)

↑ 9.2%

The increase in international passengers from May 2010, primarily driven by additional capacity on the Auckland-Cairns and Auckland-Singapore routes.



## Training amid the rubble



The pile of concrete left over from the old runway has proved a hit with local Urban Search and Rescue (USAR) handlers and their dogs.

The area is the size of about three rugby fields and 5m high, and it has lots of large concrete slabs that help volunteers practice in a simulated “pancake collapse”.

Handler Brendon Irwin, who trains in the area with his dog Joe says it’s a great place to train as there is nothing else like it in the country.

Brendon and Joe, a border collie cross, became operationally certified in May after 18 months of training so, if there is another major earthquake in the country or a person is trapped, they will be called in to help.

Brendon has been with the USAR service for nearly 10 years, getting involved through his job as a firefighter. He found out about the Airport’s rubble pile last year and, after getting in touch with Airport Emergency services crew chief Dave Ewen, it was all go as a training venue.

Local handlers and their dogs now train in the rubble twice a week. Last year, they hosted the USAR national training at the Airport, which Brendon says was a great success.

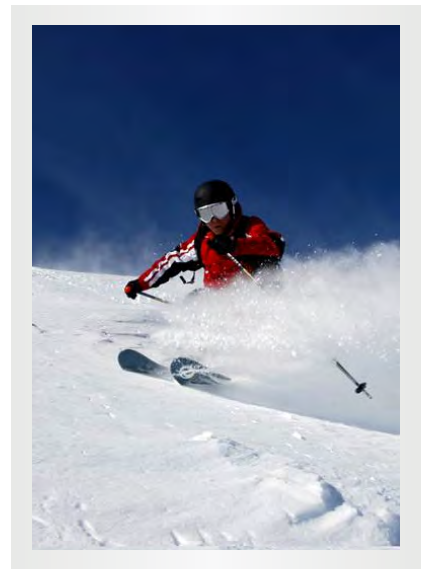
“The rubble pile was the perfect venue. We had about 16 dogs there. We have a great relationship with the Airport and we hope it can continue as long as possible.”

[www.usardogs.org.nz](http://www.usardogs.org.nz)

## Bring on the games

Auckland Airport is proud to be supporting the 100% Pure New Zealand Winter Games 2011 in and around Queenstown.

The games run for two weeks this year from August 12 to 28 and include a range of sporting competitions such as skiing, snowboarding, figure skating, ice hockey, and curling.



The competitions will take place in several different locations in the area, including Coronet Peak, Mount Hutt, and Cardrona, as well as at Snow Farm for cross-country skiing. Dunedin is also getting in on the action, hosting figure skating, speed skating, and ice hockey.

The Winter Games is the largest Southern Hemisphere winter sports event.

Many countries, including Switzerland, Sweden, Australia, China, Hungary, Japan, Korea, and Latvia, are sending a significant number of their top athletes to compete in the games.

The Winter Games is a great way for Auckland Airport to get down to Queenstown and strengthen its links with the winter wonderland.

<http://wintergamesnz.com>

## Another year, another victory



Just before kick-off of the first game in Auckland this year. Auckland are in white, Brisbane in orange.

Auckland Airport’s soccer team has taken out the top honour in its annual challenge against Brisbane Airport.

The team of 18 headed to Brisbane last month where they beat their Australian counterparts 3-2 in a penalty shootout, winning the coveted shield for another year.

“They were gutted,” says Auckland

Captain Paul Divers. “It was such a great performance by our goal keeper.”

This is the second time in the three years the tournament has been running that Auckland has won the shield.

The Auckland Airport soccer team is made up of players from the Airport company as well as retailers and suppliers.

“It’s a great way to build bonds across the company and we have a lot of fun,” Paul says.





# Looking to the East



New Zealand needs to do more to woo wealthy Chinese visitors, according to Pierre Gervois, a speaker at the recent Tourism Industry Rendevous conference (TRENZ) in Queenstown.

The conference is the biggest international trade event on the New Zealand tourism industry calendar, bringing together hundreds of tourism industry representatives to package deals for travellers around the world. Pierre, a Hong Kong tourism marketing executive, is working on Auckland Airport's recently unveiled "Luxury New Zealand" project to promote the country to China's elite



Pierre says New Zealand tourism needs to move away from a heavy focus on tour groups for Chinese tourists and instead focus on personalised itineraries and luxury experiences for them.

Husband and wife team Lilly Choi-Lee and Trevor Lee, of the Australian-based international customer service company TravConsult, echoed that message.

They offered advice on catering to the increasing volumes of travellers from India, Korea, China and Japan and say respect is key when it comes to winning over these markets.

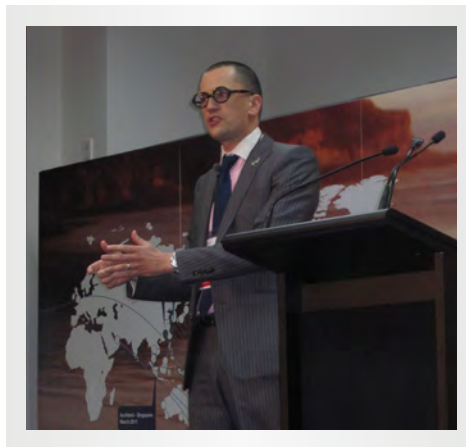


Trevor Lee, Glenn Wedlock, Lilly Choi-Lee.

He is creating a new website in Chinese that specifically targets the rich and is also running a social media campaign.

"We will think of the New Zealand destination as a luxury premium brand and we will talk about the best hotels, casinos, luxury shopping and weddings," he says.

"The core idea of the campaign is to explain to the new generation of wealthy Chinese people that New Zealand is a top luxury destination."



Pierre Gervois.

# Recycling in public

Auckland Airport played host to the launch of the Love NZ National Recycling campaign on June 2, welcoming Environment Minister Dr Nick Smith to do the honours.

The event, organised by the Glass Packaging Forum, saw more than 70 guests assemble for speeches from the Minister, Deputy Mayor of Auckland Penny Hulse and our very own Judy Nicholl.



All speakers noted the need for government, private and public sector organisations to work together to make the Love NZ recycling programme a national success, for the Rugby World Cup and beyond.

Judy revealed that public place recycling bins were first installed at the airport in 2008. Today over 400 tonnes of public and commercial waste is recovered for recycling each year, giving the airport an impressive 27 per cent recycling rate.

Plans are afoot to improve that figure over the next few years, with changes to waste management practices set to be introduced later this year.

[www.lovenz.org.nz](http://www.lovenz.org.nz)



↑ 53.2%

The rise in international passenger traffic at Queenstown Airport over the past year, largely due to Jetstar's additional capacity.

## Science in action



Bird strikes are set to take a plunge at Auckland Airport after the introduction of a special grass called Jackal.

Developed by AgResearch scientist Chris Pennell, the grass contains a natural fungus or endophyte that produces chemicals harmless to birds, but that make them feel sick when they eat it.

The endophytic grass also reduces insect numbers, making areas where it is growing less attractive to insect-feeding birds.

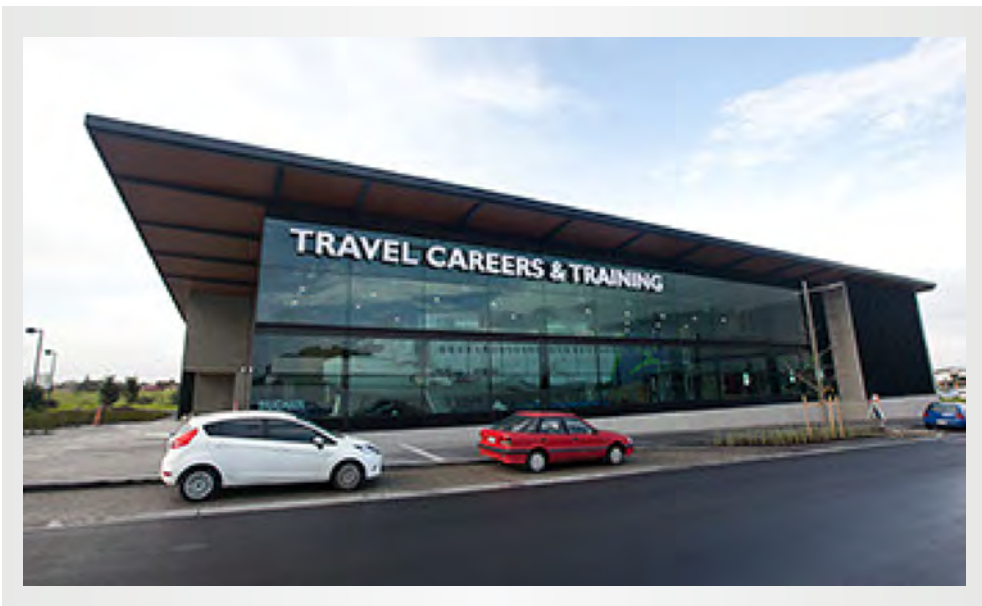
Since April, about 27 hectares of the grass has been sown on the southern side of the runway and early results have been positive.

Peter Robinson, Auckland Airport grounds and wildlife hazards management planner, says staff can see from their twice-daily bird counts that fewer birds are visiting the area where the grass has been planted.

He says continued monitoring will help establish a link between reduced bird numbers and fewer bird strikes.

“It’s a great trial from a scientific perspective because we have such a long history of baseline data. Sowing grass on an active airfield and monitoring it is a big unknown, but I’m expecting a really good result as far as bird strikes go.”

## In the thick of it



The first of four new projects in the Quad precinct is now open for business.

Construction of the Travel Careers and Training Centre finished in mid-June and the first students are already in the building.

Travel Careers and Training is one of the top 10 private training institutes in the country, including schools for cabin crews, flight attendants travel consultants and tourism professionals.

Guy Domett, the training centre’s chief financial officer, says they are delighted about being at the Airport.

“It differentiates us from the rest of the market because they are in suburbia. A large number of our students want to work at the Airport one day so it’s great to be right here. Strategically this has been in the pipeline for a long time so we feel we are in the right place.”

The building, which features double height glazing to showcase a Boeing 737 training fuselage, is unique for New Zealand. A galley and interior of a plane will be added later this year.

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

## Celebrations all around

Auckland Airport said a big thank you to everyone who helped make 2010 a great year at its annual dinner in June.



The event was held at Keliher Estate on Puketutu Island, where the annual Airline of the Year Award was announced as well as a new award for Aeronautical Service Provider of the Year.

This year’s awards went to Jetstar, for the best airline, and to MAF Biosecurity in recognition of the critical role they play in the operational success of the airport and passenger experience.



Other stakeholders, including Avsec, Customs and the Police were also formally thanked for their ongoing support and commitment to the airport, which also helped the Airport towards its high ranking yet again in the recent Skytrax awards.



# \$2,418

The average sum international visitors to New Zealand spend per trip for the year ended March 2011.



## Property thumbs up



The extensive renovation of Auckland Airport's retail area has not gone unnoticed. In fact the Airport has won an Excellence Award in the Retail Property category at the annual Property Council Rider Levett Bucknall Property Industry Awards 2011.

The Property Council awards are considered to be New Zealand's most prestigious commercial property awards.

The retail area has undergone huge changes recently, with the introduction of many more top quality stores including MAC cosmetics, Apple, Icebreaker and Swatch.

A whole host of new dining options has also been added, including Zarbo's deli and wine

bar, Valentino's gelato, Hayama Sushi and Silk Road Asian restaurant, as well as KFC. Mac's Brew Bar will be added to the mix later this year.

Adrian Littlewood, Airport general manager for retail and commercial, says there has been a huge focus on expanding and improving the international terminal area for the 18.6 million people who spend time there each year.

"We want to ensure that our travellers are offered a world-class travel experience."

## Exclusive shopping deals

Whether you need new sports gear, sunglasses for your winter escape, a gift for someone special or simply lunch for the day, the Airport's new retail deals booklet has vouchers to suit your every need.

The retail deals booklet is packed with vouchers for exclusive tax and duty free shopping deals at shops in the international terminal, including DFS, JR, Subway, Natures Window, Walker and Hall, Sunglass Hut and Adidas.

Pick up your brochure from stands around the terminal or download a copy from [aucklandairport.co.nz](http://aucklandairport.co.nz) and hit the shops – but be sure to do so before the promotion ends on July 20.

<http://www.aucklandairport.co.nz/ShopDineAndRelax/InternationalTerminal.aspx>



## Get involved in safety

Anyone who sees inappropriate or illegal behaviour in Auckland Airport can now report it via the new toll-free number Integrity Plus. The initiative is a joint venture with Crimestoppers and is aimed at making sure passengers have the best possible experience when they visit.

Charles Spillane, General Manager of Corporate Affairs for Auckland Airport says that with the Rugby World Cup coming up the Airport wants to have everything possible in place to safeguard our visitor's journeys.

"Integrity Plus, which supplements our Airport Watch initiative, is a great way to get everyone involved in helping us achieve this."

To activate Integrity Plus, you can simply phone 0800 INFORM (0800 463 676) and report your concerns. The call will be answered in the Crimestoppers call centre and no attempts will be made to identify the caller.

The anonymous information will then be relayed to Auckland Airport who will decide on an appropriate course of action.

For more information head to [www.crimestoppers-nz.org](http://www.crimestoppers-nz.org) and follow the Integrity Plus prompts.

0800 463 676



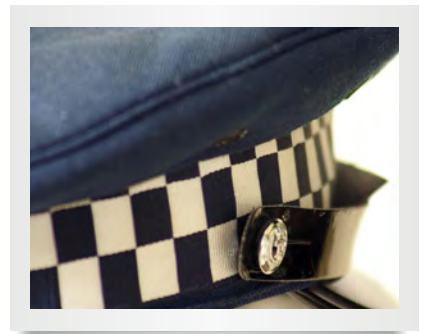
# 2,037,091

The number of overseas trips New Zealand residents took in the year to April 2011, up 4.8% from April 2010.

## Z station opening

It was station number two for the newly minted Z Energy on June 13 with the opening of the Z Skyway on the corner of Tom Pearce Drive and George Bolt Memorial Drive.

MP for Mangere, Su'a William Sio, was on hand to do the honours, and \$5000 will be donated to SPCA Mangere, Camellia House Inc (Women's Refuge Manurewa), Manukau Rugby Club and Mangere Plunket Clinic, allocated between them according to customer votes.



## The airport police: Keeping Auckland Airport safe

International airports are some of the fastest growing environments within the business world and Auckland Airport is no different.

The strategic importance of border locations is enormous; to industry with its financial benefits and to government organisations tasked with ensuring the safety of the community and the millions of passengers who visit each year.

The latest growth at Auckland Airport is incredible. Within the immediate area there are three new hotels, logistics distribution centres, government buildings and a significant rise in retail outlets.

Add to the list a new entertainment area in the shape of new bars and restaurants, a national travel industry training centre, new roads and airlines and one can see that the demands upon the Airport Police are growing.

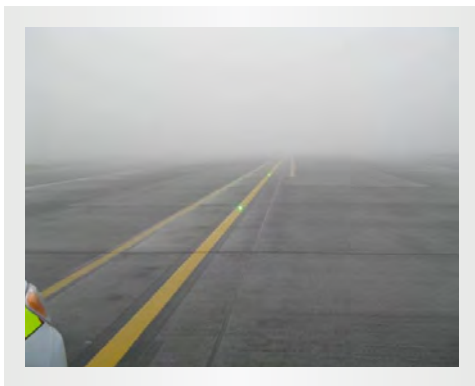
The Airport Police Intelligence team have been working closely with their police colleagues and partners at Auckland Airport to ensure that both sides of the equation are understood.

This is evident in the area of Airport Watch (a reporting channel for suspicious activity) and Crimestoppers or Integrity Plus (an anonymous crime reporting hotline).

With the Rugby World Cup in mind, and the continued growth of the airport community, your police ask that you keep talking to them, keep forwarding information and, above all, help us to help you maintain what is arguably one of the lowest crime areas in New Zealand.

[www.crimestoppers-nz.org](http://www.crimestoppers-nz.org)

## Technology vs weather



There are on average about eight days of fog per year at Auckland Airport – but this year has already seen more than that.

Thanks to the Cat III B technology installed

at the Airport, however, fog is unlikely to have much effect on travel plans. The technology allows suitably trained crew on a suitably equipped aircraft to land automatically in foggy conditions.

Airfield manager Dennis Millington says without it, planes would have to divert to other airports in New Zealand or Fiji. "It allows international arrivals to land rather than divert so it allows for huge savings for airlines and it reduces travel disruptions for travellers."

Auckland has also introduced light systems on taxi ways that allow for multiple aircraft movement during fog.

"It keeps the place going, albeit with some delays," Dennis says.

## Customs in the fast lane

Australian and New Zealand ePassport holders may soon find travelling between New Zealand and Australia even more like travelling domestically.

From July 2011, Australian Customs and Border Protection and New Zealand Customs will trial the integration of both countries' SmartGate systems between New Zealand's departures and Australia's arrivals.

The trial SmartGate trans-Tasman solution will give travellers the opportunity to complete part of the Australian arrivals process at the New Zealand SmartGate departures kiosk.

Eligible travellers can then go straight to the Australian SmartGate arrivals gate on arrival at the Gold Coast.

The trial SmartGate trans-Tasman solution will initially be available to Australian and New Zealand ePassport holders travelling



from Auckland International Airport to the Gold Coast Airport.

It will be gradually rolled out to other New Zealand departures-enabled international airports.

For more information visit [www.customs.gov.au](http://www.customs.gov.au)

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