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## Novotel opens with a blessing



Some of the guests were confused by the time on the invite – but the start time of 6.30am was no mistake.

Novotel Auckland Airport was officially opened by Maori King Tuheitia Paki bright and early in the morning on 27 May.

Three buses of Tainui people, including kaumatua, a waka tauaa contingent and a

brass band, travelled to Auckland for the event, leaving Turangawaewae Marae at 4.30am to make it on time.

Accor's director of marketing for New Zealand and Fiji, Lucy Acott, says the early start time came about because of Maori protocol, with Tainui performing a blessing on the hotel before any of the rooms could be sold.

More than 200 guests attended the two-hour ceremony, including Prime Minister John Key, who unveiled a sculpture, and Auckland Mayor Len Brown, along with other dignitaries.

The hotel, construction of which started around Christmas 2009, was designed to reflect New Zealand.

Accor Asia Pacific General Manager Paul Columbus says it promotes the diversity of the country's people and natural environment and offers an outstanding array of facilities. "Visitors will gain insight into the unique qualities of New Zealand in rooms and conference facilities that reflect a real Kiwi flavour."

The hotel features 263 elegant rooms and suites, theatre-style conference centre, 10 meeting rooms, a restaurant and bar, plus a fully equipped gym.

[www.novotel.com/Auckland-Airport](http://www.novotel.com/Auckland-Airport)

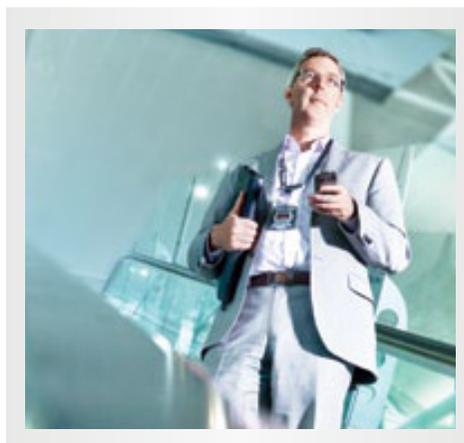
## Airport's Lawyer of the Year

Auckland Airport's very own hardworking lawyer Charles Spillane has been named the Corporate Lawyers' Association of New Zealand (CLANZ) In-House Lawyer of the Year.

CLANZ represents more than 2300 in-house lawyers around the country who work inside corporate, government and not-for-profit enterprises.

For his win, Charles receives a \$5000 scholarship package from LexisNexis to be spent on training and resources for him and his team.

LexisNexis marketing manager Lesley Trench says the entries for this year's awards were all of a high standard.



"Charles leads by example with his passion, integrity and great business judgement. He's setting a high bar for next year's entries."

## Customs celebrates big 'P' bust

Auckland Airport customs officers nabbed a group of Malaysian 'tourists' trying to enter the country with crystal methamphetamine worth about \$8 million last month.

The group, consisting of eight males and two females aged between 21 and 68, were posing as members of a tour party, and allegedly each carried up to 1kg of the drug, which was vacuum-packed and hidden in their shoes.



Officers initially suspected that something was up because the group were walking "funny". They became even more suspicious when it was discovered the group's itineraries were in English, despite no one in the group actually speaking English.

Customs Drug Investigations Manager Mark Day says this is the largest number of drug couriers ever caught in a single incident at the New Zealand border.

Well done, this is a fantastic effort by the Customs team at Auckland Airport.

## New and improved international terminal



Artist illustration

Change is afoot at the international terminal with new entrances, crossings and shop relocations all due to happen in the next few months.

The ground floor arrivals upgrade of the international terminal started in January and is due to be completed in August.

The airport's retail redevelopment and transition manager Duncan Stuart says this latest refurbishment will see the upgrade of toilets as well as the relocation of shops to improve the arrivals area.

Door nine will be closed, and door eight – where the retro espresso caravan now stands – will become the new main entrance. Pedestrian crossings are also being moved to make this entrance a reality in the next few months.

Duncan says that although the project sets out to improve the arrivals area in time for the Rugby World Cup when the airport will welcome huge numbers of visitors, its overall aim is to enhance the passenger experience.

The upgrade is part of the wider project to upgrade the entire terminal, which started back in October 2008.

Since then, the terminal has gained a host of high-class retail outlets and a new meeting area for travellers under the iconic Pou Manawa, as well as a refurbished food court and parents' area.

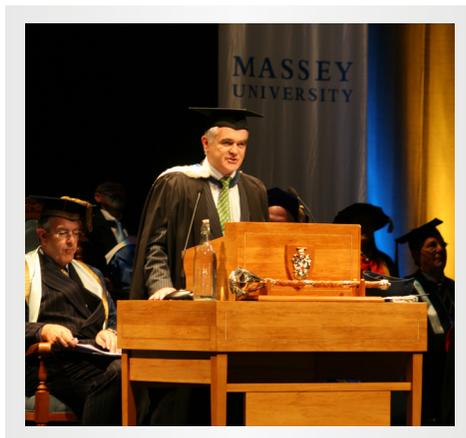
The new and improved arrivals area will be a space that Kiwis can be really proud of and will ensure international visitors' first impression of New Zealand is a great one.

## Simon Moutter speaks at Massey Graduation

Auckland Airport chief executive Simon Moutter took to the stage recently to congratulate Massey graduates as they leave university to start careers in the business world.

Speaking at Massey University's College of Business graduation ceremonies, Simon inspired students with tales of his journey from managing a power station at 29, becoming chief operating officer of Telecom in his 40s and now heading one of the country's largest listed companies.

He said New Zealand faced enormous challenges to find ways to grow the economy. "We need to recognise that the world is changing fast, and that our trading fortunes predominantly lie in Asia not Europe."



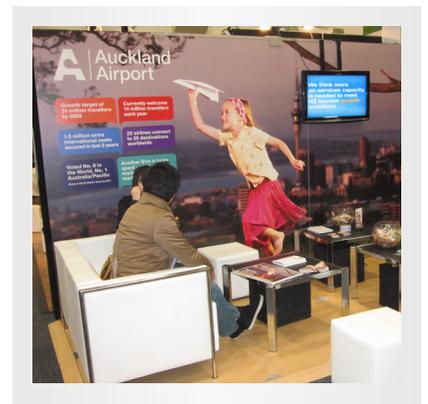
A Massey Alumni himself, Simon started his university career with a BSc, Bachelor of Science (physics), from Massey University.

## The latest tourism TRENZ

The Tourism Rendezvous New Zealand (TRENZ) conference took place in Queenstown at the end of May – and Auckland Airport was there to make the most of the many opportunities.

The conference is the biggest international trade event on the New Zealand tourism industry calendar, bringing together hundreds of local and international tourism industry representatives to mix and mingle and make deals for travellers around the world.

For three days, it's all business: the international representatives negotiate travel packages tailored to their own markets, while the local delegates use the opportunity to network and strengthen relationships.



"It's a bit like speed-dating," says Auckland Airport's GM of Route Development Glenn Wedlock. "We meet with a buyer every 15 minutes to discuss partnership opportunities and share examples of recent investments we have made in their markets."

He adds that the event is a great way for Auckland Airport to actively show it is serious about helping to grow New Zealand's tourism industry.

With this in mind, this year Auckland Airport announced at TRENZ that it will again invest \$1 million alongside wholesale tourism companies and other industries around the world to help fund marketing campaigns that encourage people to visit New Zealand.

Queenstown was on its best behaviour for the event with beautiful blue skies and locals warmly welcoming the 1000 delegates with true Southern hospitality.

## When a crisis strikes



As part of a crisis simulation exercise last month, a team of Auckland Airport stakeholders swung into action to identify the best way to deal with the aftermath of a fireball that ripped through the international terminal.

With the departures processing area, the food court and AIAL management offices all 'destroyed', as well as flights cancelled, large numbers of passengers stranded and persistent reporters phoning for information, the Airport Crisis Team had their work cut out for them.

The team, which included members of Auckland Airport's senior management as well as representatives from Customs, MAF, the police, Immigration, various airlines and ground handlers, were required to apply their level headedness and work together to identify business recovery solutions.

The exercise was facilitated by business continuity consultant Mathew Collins of FastTrack Solutions Limited, and was fully role-played, despite airport operations remaining unaffected.

Jan Frazer, who helped organise the day, said "although actual airport operations were not affected, the role play scenario was very realistic."

The idea behind the crisis simulation exercise was to test business continuity procedures and preparedness for events that disrupt operations rather than the immediate emergency response.

According to Jan they were asking some key questions about the ability of the business to continue. "How would we all cope in the short term and long term if key operational aspects of the airport were out of action? How would it affect our recovery response, our communications with our stakeholders and the public and our longer-term strategic thinking?"

"The purpose of the exercise was to raise and consider issues rather than actually resolve all the problems generated by a particular set of circumstances," says Jan. "Ideally good business continuity provides a 'tool set' that can be applied whatever the factual scenario."

## Amazing race

About 80 fairies, pirates, emos, builders and cheerleaders spent a day racing around the airport for charity last month.

The group of staff from UTi NZ, an Auckland Airport based supply chain logistics business, was taking part in the company's annual global walkathon on 19 May.

Organised by the company's global charitable foundation, Delivering Better Lives, this year's event was an Amazing Race to raise money for earthquake reconstruction projects in Christchurch and Japan.

Each team dressed to a "red and black Cantabrian" theme as they made their way around the airport vicinity collecting clues.

At each stop teams were faced with a challenge - activities included egg throwing, wheelbarrow races and eating foods worthy of Fear Factor fame.

There were a few fumbles and a few wrong turns but all teams finished with smiles and a lot of laughs when they arrived back at the office for shared tales over a BBQ and a beer.



## Real Asian food

If you have a craving for Asian food, then Silk Road is the place to go.



Since opening its kitchens late last month, Auckland Airport's newest restaurant has been attracting lots of praise. Customer feedback indicates that people are enjoying finally having some "real Asian food" at the airport.



Located in the international terminal food court, Silk Road's menu includes a range of Chinese, Thai and Indian flavours that allows their clientele to embark on a culinary journey of Asia. And just in case you find it difficult to choose, according to the chefs, the roast duck noodle soup is already a popular menu item.



The restaurant opened in May, alongside a revamped Sushi Bar Hayama, which offers Japanese dishes including soba, udon and ramen noodles as well as new donburis and a great selection of sushi.

Together, the restaurants aim to provide passengers with a healthier, tastier and more exotic eating option.

# From Shell to Z



Artist illustration

The Skyway Airport Shell petrol station is about to undergo a major makeover.

The station is one of the first around the country to be renamed Z (pronounced zed) as part of the country's biggest rebranding exercise in recent history.

Over the next two months Greenstone Energy, which owns the Shell retail and distribution network in this country, will rebrand 10 of its stations Z, with all 220 stations to be renamed by June 2012.

More than 65,000 cars travel past the Tom Pearce Drive petrol station on a daily basis so the store is set to become a flagship for the Z brand.

Z's chief executive, Mike Bennetts, says Z is the first letter of the last word of the country to which the business is committed. "The Z brand will provide a visual point of difference and customers will know they're supporting a Kiwi company," he adds.

In addition to providing the usual services

like staying open 24/7 in lots of places and selling the essentials like fresh bread, milk, magazines and phone cards, Z stores will have gourmet snacks including cupcakes, pies and freshly roasted coffee, as well as an emphasis on providing excellent service for customers.

"A focus for Z – which is particularly important for Skyway given the customers are in a hurry to catch flights or eager to get on with their holiday – is speed," says Mike. "So we will have all grades on all islands, extra long hoses so people can fill up either side when they stop, quick coffee and food to go and guaranteed forecourt service for those that need a helping hand."

Travellers will also be able to check out route plans and the weather forecast on instore touch screens.

And the best thing is that customers will still be able to earn Fly Buys at all the stations across New Zealand.

# Learning in peace and quiet

The classroom will soon be a much quieter place for pupils at two Manukau schools near the airport.

Chapel Downs and Papatoetoe South primary schools are currently undergoing construction as part of Auckland Airport's Acoustic Treatment Programme, which will reduce aircraft noise levels when children are inside learning.

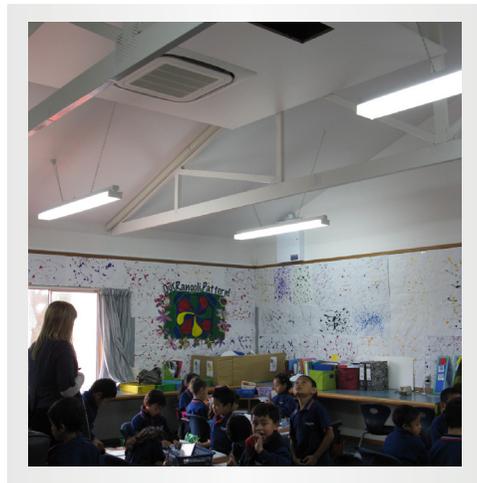
The long-standing programme is part of the airport's commitment to minimising the impact of aircraft noise in the local area, a feature of its obligations under the Manukau District Plan.

Kate Gullery, environmental planner at the airport, says the programme funds the cost of new ventilation, insulation and windows in classrooms, school halls and libraries, to reduce noise. "It's a positive project to work on because it benefits the schools and the community," she says.

Three other schools in the area have

already been acoustically treated. One of these is the Seventh Day Adventist primary school on Puhinui Road.

Since its upgrade, teachers have reported that pupils have increased concentration levels due to a controlled temperature in the classroom and reduced noise. This is a fantastic outcome for everyone involved.



# Tax free shopping at the airport

One of the major benefits of international travel is the ability to buy goods at duty and tax free prices from retailers before you fly.

But the rules can be a bit confusing when it comes to GST, so it's always good to be clear exactly how it works in New Zealand. This can avoid the aggravation and distress that some travellers end up feeling when they are given incorrect information.

The biggest difference between New Zealand and many other countries is that our tax law does not provide for GST refunds. This means there is no facility for showing receipts and claiming tax back at Auckland Airport. Once you've paid GST you can't get it back.



To buy goods tax and GST free in New Zealand before you fly, it must be through a registered tax and GST free retailer. The items you buy must be collected from the airport on the day you depart from New Zealand.

Goods can be picked up at the airport's Collection Point, which is located after security and handles this service for local retailers.

It's good to remember that participating shops display the Auckland Airport logo, so travellers can tell who will be able to provide tax free shopping.



While traffic from Japan has declined significantly since the 11 March 2011 earthquake, arrivals from the UK and Germany recovered strongly in April compared with last year when traffic was impacted by Icelandic volcanic ash.

## Airport Firefighters take top fundraising honours!

Auckland Airport fire-fighters took out third prize in the annual race to the top of the Sky Tower – but the top honour was theirs alone when it came to raising the most money.

The team of 17 raised \$26,154 for the Leukaemia and Blood Foundation out of a total of more than \$170,000 raised by everyone who took part.

Airport fire-fighter Tony Scott says it was a great day for a great cause. “We did really well considering what New Zealand has gone through this year with the Christchurch earthquake so it was an amazing effort,” he says. “People just loved it and everyone was vowing to come back again next year.”

Auckland Airport strategic communications advisor Andrew Pirie also took part in the event for the first time this year, wearing full fire-fighting gear. “The whole event was fantastic, from the race up the tower in the morning to the dinner and prize giving that night. Auckland Airport has been a key sponsor of this event for several years and we’re delighted to help with the fundraising efforts for the Leukaemia and Blood Foundation,” he says.

Now in its eighth year, the Sky Tower Challenge sees firefighters from all over New Zealand don 25kg worth of gear,



full fire-fighter’s kit and breathing apparatus, before racing up the 1103 steps of the Sky Tower.

This year’s fastest time came from Josh Harrison of Otaru Station with a time of 8 minutes 45 seconds, creating a new record for the gut-busting event.



## The airport police: Keeping Auckland Airport safe

Copper theft is an international problem and the airport has become one of the latest targets.

Thieves have broken into construction sites in the Airport Business District in their hunt for the metal, which has skyrocketed in price in recent years.

A copper cylinder now sells for about \$100, up from \$30 in 2006, while a 1kg bundle of copper worth \$2 in 2006 is now worth \$10.

This emerging market has seen thieves become bolder and more inventive in their attempts to make money.

They are targeting earth wires that are part of a safety system for power delivery. They are stealing underground telecommunication cables that can deprive public access to telephones including emergency calls, covers from water delivery pipelines and metal covers which protect underground cabling, which in turn can cause vehicle crashes.

They are also stealing power cables from road lighting systems, which may endanger the travelling public.

The Airport Police are working with stakeholders and Matrix Security to stop this selfish and dangerous criminal activity.

Please call Airport Police on (09) 275 9046 or Airport Watch on (09) 256 8817 if you see any suspicious behaviour around the airport and surrounding areas. You can anonymously pass on valuable information about this type of offending through CRIME STOPPERS (0800 555 111).

## Optimising energy with technology



Auckland Airport could be in for some mighty cost and overall energy savings if a new system that reduces energy consumption is introduced across the entire business.

The environmentally friendly system, which aims to reduce energy usage in the

airport’s heating and ventilation system while maintaining comfort levels, is now being trialled in the Qantas premium check-in area.

The trial, which will run for one month, already has some very positive early results.

Sustainability advisor Martin Fryer says so far the results indicate significant savings can be made by optimising the system using smart technology that senses carbon dioxide levels, as well as temperature and humidity.

He says information from sensors is sent back to a computer that, through a clever programme, optimises conditions for the occupants whilst minimising energy use.

According to Martin, there are more than 100 opportunities to install this technology in the international terminal alone so the potential savings in terms of energy, cost and carbon dioxide are huge.

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