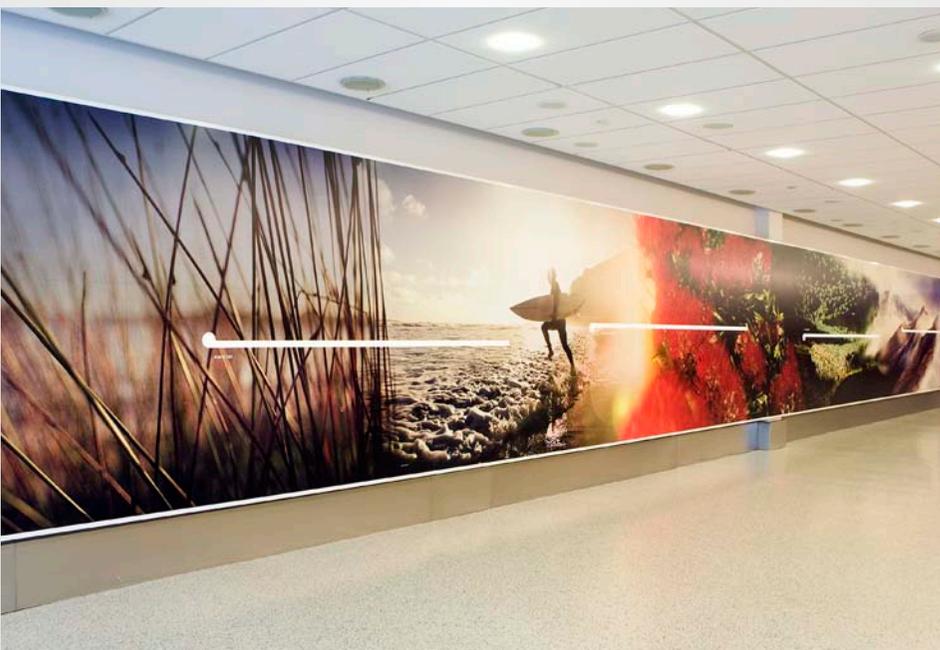


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Keeping you informed | ISSN 1176-9432

## The complete arrivals experience



The 10,000 people arriving at Auckland Airport every day and the 6000 people who greet them will notice something different and distinctly Kiwi about the arrivals areas from this month.

For arriving passengers it starts with the welcoming call of the Karanga as visitors walk through the Maori carving and step into a complete sensory experience.

The walls boast a series of beautiful, contemporary New Zealand images complemented by recorded sounds such as cicadas, bird song, children playing in the sea, sheep, dogs and waves crashing on the shore.

The natural soundtrack is triggered by people moving through the area.

Things have also changed on the other side of the doors.

Those who are waiting to greet loved ones spend an average of 33 minutes inside the airport, so it makes sense to create a pleasant environment for them to spend time in.

The brand new Samsung digital screens above the doors present moving footage showcasing images of New Zealand grassroots rugby to celebrate the Rugby World Cup.

The retail area has been enhanced with a new café called the Long White Café (see page 3).

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

## New look Relay stores

Relay has more than 1200 stores in more than 15 countries around the world, and four of those are now at Auckland Airport.



The new ideas and large-scale executions aim to capture the attention and imagination of travellers, with a particular focus on international arrivals.

Since the announcement that Relay had acquired the stores previously trading as Whitcoulls, the company has been busy refurbishing them.

The exciting new concept offers a fresh new look to the stores in the international terminal and you'll also now find New Zealand Lotto in the ground floor arrivals store. Nothing has changed when it comes to Relay staff members' commitment to offering the best customer service.

Show your Auckland Airport ID and get 10 per cent off the price of books, convenience products, gifts and stationery.



 **49.7%**

The rise in the number of international passengers going through Queenstown Airport.

## High-flying confidence boost



Since opening in July, Rocket Ropes aerial challenge course has proved popular with families, school groups and businesses, all looking for a fun way to build teamwork and to gain confidence.

Rocket Ropes' general manager John Dowsett says there's nothing like it in Australia or New Zealand.

Some of its unique features include its two activity towers (rather than the usual one), as well as New Zealand's only powerfan freefall and the world's largest colour chart.

The colour chart was created by replicating the Resene chart from hundreds of coloured plywood squares.

But the stars of the show are the activities, which include the high ropes courses, the giant swing that takes you 10-12m off the ground and two ripper zip lines.

Work has now started on phase two, which will include climbing and abseiling walls, tower-based climbing activities and a toddlers course.

In the meantime, those of you in the Airport precinct business community can enjoy a 20 per cent discount on any midweek booking before October (excluding school holidays).

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

## Sustainability: Ahead of the curve

With sustainability and environmental concerns becoming core components for any successful business, the Auckland Airport's SEE (Society, Economy and Environment) Performance Report throws light on some outstanding results for the year ended March 2011.

The facts:

- CO<sub>2</sub> emissions per passenger were 0.71kg, well below the 0.81kg target.
- Lost Time Injuries and Injury Rates fell to zero.
- Registered Lift carpooler numbers jumped up 217 new members to 998, well above the target number of 792.
- Water use per passenger slid to within inches of the target, reaching 0.049m<sup>3</sup> this year. This is a strong reduction on last year's 0.055m<sup>3</sup>.

As the Airport enters the final year of its first five-year action plan, it's clearly evident that sustainability is now embedded into the way business is conducted.

Proof of this lies in achieving carbon reduction and Health & Safety targets ahead of schedule.



## Daily flights to Guangzhou

Anyone heading to China this summer just got an early Christmas present from China Southern Airlines – more opportunities to fly direct to Guangzhou.



As of November 1, the company will be running daily flights between Guangzhou and Auckland, increasing from three times a week.

Auckland Airport general manager aeronautical commercial, Glenn Wedlock, says this is great news for the travel industry.

"It should provide an estimated \$100 million boost to the New Zealand



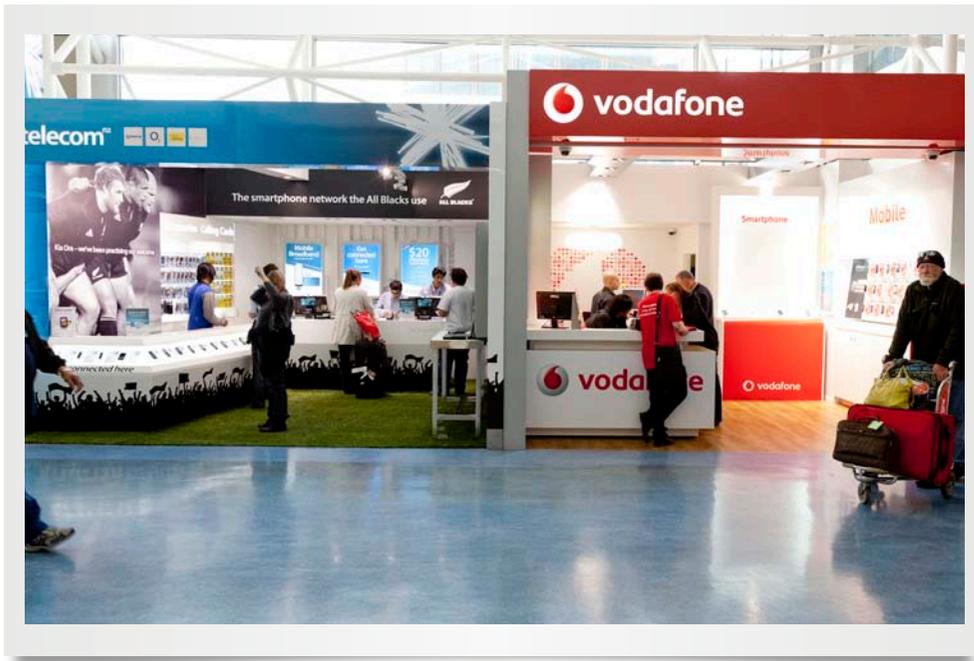
economy. The new China Southern Airlines services arrive after the Rugby World Cup and just in time for our high season, which will help us to drive the 20 per cent plus growth we have been seeing in this market."

The additional 90,000 seats a year reflect the high market demand and the confidence China Southern Airlines has in growing its trade and travel partnership with New Zealand.

[www.csair.com/en](http://www.csair.com/en)



## New look retailers landside



The landside retail area in the international terminal now welcomes two new faces, and also boasts a revamped Vodafone store.

Telecom has landed with a bang, strongly theming their new store around the Rugby World Cup, creating a strong point of interest for travellers as they touch down or prepare to take off.

Vodafone, meanwhile, has completed its move, setting up its bright, light new store on the concourse.

The two telecommunications brands offer passengers multiple options for connecting with their friends and family back home and within New Zealand.

For passengers and greeters who are looking for a little sustenance, Long White Café is happy to oblige. Incorporating a striking visual of Auckland's One Tree Hill,

the attractive fitout houses a varied menu to tickle anyone's taste buds.

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

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



## Celebrating 98 years' experience

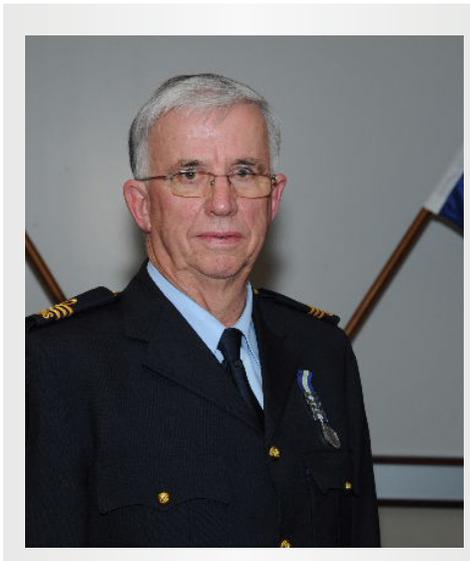
Two senior customs officers based at Auckland Airport were among those recognised at the annual long-service awards.

Customs officers are awarded a medal after 14 years' service and then receive a clasp for every seven years thereafter.

Warren Skelton (pictured) and Peter Campbell both received their fifth clasp, representing 49 years of continuous service as part of New Zealand Customs.

The two men were among 30 officers from Customs' various operations in Auckland receiving medals or clasps this year.

[www.customs.govt.nz](http://www.customs.govt.nz)



## Careers take off

The Auckland Airport community has a new member: Travel Careers and Training Limited officially opened their Auckland campus on August 19.

The private training institution boasts a 92 per cent employment success rate for their graduates and is the only travel and tourism provider in New Zealand to include work experience in their travel courses.



Located within the Airport business district at 3 Leonard Isitt Drive, the brand new campus building is a resounding success with its large glass frontage encasing a surprising feature – the body of a 737 aircraft.

“We are absolutely delighted with the outcome of the design and the construction process,” Adam Tyrie, Auckland Airport property development manager, says.

“This building really has the ability to become iconic, its wow factor and strong connection to the aviation industry through design is undeniable”.

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



# 9700

The number of Chinese passengers who arrived in New Zealand in July 2011. When compared with the same month of the previous year arrivals from China have increased each month since May 2010.

## It's been a great year



Auckland International Airport Limited's annual results are out and they show it's been an excellent 12 months for the company.

Despite the challenges that have buffeted the travel and tourism industry, as well as the destructive natural disasters to hit the world, Auckland Airport has achieved a 15.1 per cent increase in underlying profit, taking it to \$120.87 million.

Passenger numbers at all four airports are up, the retail division has performed strongly and the total dividend for the year has increased to 8.7c per share.

Auckland Airport's chief executive Simon Moutter says the results have been built

on a foundation of excellent service and that they are now seeing the results of the expanded airport footprint in Auckland, Queenstown, and Queensland.

"Air service capacity in all the airports in which we have an ownership interest has grown, with over 1.2 million additional international seats committed in the last two years.

"What's more, our industry partnerships and promotional activities are helping to fill those additional seats and make routes more sustainable."

Much of the strength of the underlying profit came from an increase in total income – up 9.5 per cent on last year to \$397.72 million.

## New i-SITE greets domestic visitors



A revamped i-SITE Visitor Centre has taken pride of place in Auckland Airport's domestic arrivals hall.

The new-look information centre comes hot on the heels of the opening of the new i-SITE at the international terminal.

Sporting New Zealand themed panels and superb Auckland images, the i-SITE is lighter, brighter and more accessible to visitors.

i-SITE New Zealand General Manager Andrew Leslie says it's great to see

Auckland providing such a warm welcome.

"The new centre is an eye-catching and welcoming place for visitors and locals alike to book experiences in Auckland and across the country."

Airport staff should drop into the i-SITE to get help with booking domestic travel experiences, including accommodation and activities, right across New Zealand.

For more information or travel bookings call 0800 AUCKLAND or email [reservations@aucklandnz.com](mailto:reservations@aucklandnz.com)

## Good news for chocolate lovers

Lovers of fine chocolate can rejoice – Bennetts Chocolates is now open a-side in the international terminal.

Mary and Clayton Bennett have been hand-crafting their exquisite, award-winning chocolates from Mangawhai, Northland since 1998 and are dedicated to using only the finest ingredients to produce their preservative and palm oil-free delicacies.

The kiosk offers a range of exquisite



delights including loose chocolates and truffles, boxed chocolates, melt-in-your mouth marshmallows and novelty items that will bring a smile to kids of all ages.

Bennetts' chocolates use natural fruit and flavours sourced from New Zealand's countryside, giving their chocolates a true New Zealand flavour - a truly fabulous gift choice for friends and family overseas.

Bennetts ranges are GM and gluten free.

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



# 2.494m

The total number of visitors to arrive in New Zealand during the year to June 2011. That's almost the same as the population of Toronto.

## Trophy touches down in Auckland



Auckland Airport was a proud partner in one of the most pivotal events of the Rugby World Cup 2011 – the arrival of the Webb Ellis Cup on September 2.

The official Rugby World Cup touched down on an Emirates A380 superjumbo, completing the last leg in its journey from International Rugby headquarters in Dublin, Ireland.

IRB chairman Bernard Lapasset, accompanied by Emirates' vice president for Australia and New Zealand Barry Brown,

was greeted with a traditional Maori welcome including karanga, a wero and haka powhiri as the pair alighted from the aircraft.

Prime Minister, the Hon John Key, also participated in the welcome.

The Cup will go into lockdown until its presentation to the Rugby World Cup victor after the final whistle on October 23 at Eden Park.

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

## 10 flights a week to Korea



Korean Air has announced they will increase their summer service from Auckland to Seoul to 10 flights a week.

The additional three flights will run from December 13 of this year to January 31, 2012, operating out of Auckland on Tuesdays, Thursdays and Saturdays.

The 9.30pm Auckland departure time for flight KE8130 means it arrives at 5.30am at Seoul's ICN airport, offering same-day connections to much of the Korean Air network.

Auckland Airport general manager for aeronautical commercial, Glenn Wedlock, says that better connections with Asia are critical for New Zealand trade and tourism. "Korean Air increasing its services is another demonstration of the commitment to our market and we were delighted to work with Korean Air to deliver this."

All GDS systems are showing the new schedules and the flights are now on sale.

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

## Formule 1 opens its doors

Monday August 29 saw the opening of the first new-build Formule 1 in New Zealand.

The 125-room hotel is run by the Accor Group and was a joint project between airport staff and Accor's design team. "The two teams worked extremely well together and have achieved an outcome of the highest standard," says Auckland Airport property manager Adam Tyrie.

The building's overall design had to fit with Accor's strict global design and acoustic standards, and is constructed of exposed aggregate concrete panels, with additional paneling acting as solar shading.

The launch of the first new-build Formule 1 in New Zealand is part of a major new accommodation and hospitality complex at the airport that also includes fast-food outlets, a bar, and mobile phone store.

Formule 1 is Accor's purpose-designed budget brand already well-known in countries across Europe, South America, South Africa and in Australia.

The brand is also set for major expansion in Asia. The hotel will provide the ultimate in reliable, contemporary accommodation at a rate of NZ\$79 a night (for up to two people).

"The Formule 1 will be the perfect starting



point for international visitors wanting to put together all the ingredients for a drive holiday around the country," said Firoze Wadia, F1 Auckland Airport General Manager.

"The opening of the Formule 1 in time for the Rugby World Cup will be a great benefit for Auckland, but the longer term benefits will be even wider.

"As the only hotel other than the Novotel on airport land, we will help establish Auckland Airport as one of the most significant hubs in the Asia Pacific region."

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



# 1200

The number of people who answered yes to the new question on the arrival cards: are you here for the Rugby World Cup.

## Getting into the spirit of things



Auckland Airport, in conjunction with Rugby World Cup sponsors and EYE Corp, has been working hard behind the scenes to enliven the airport terminals with engaging and innovative advertising.

The new ideas and large-scale executions aim to capture the attention and imagination of travellers, with a particular focus on international arrivals.

“We see our role in 2011 as delivering a seamless airport experience as well as supporting and celebrating this opportunity for New Zealand,” says Adrian Littlewood, Auckland Airport’s general manager retail and commercial. “We want to play our part

in the stadium of four million and provide a great impression for visiting fans and players.”

A lot of the new-concept advertising allows visitors to get involved with New Zealand’s major rugby event from the moment they arrive, and brilliantly showcases some of the brands and products getting behind the rugby.

Keep an eye out for Brancott Estate’s stadium welcome tunnel at Pier A (pictured above), Toshiba’s internal aerobridge advertising, DHL’s domination of the international arrivals baggage claim, and more.



## The airport police: Keeping Auckland Airport safe

A huge couple of months are expected for the Airport Police.

Late August will see the police station move from the existing site within the International Terminal Building to a new site on Cyril Kay Road, between the International and Domestic Terminals.

This will be familiar to airport staff as the old AVSEC building, although it has benefited from a new coat of paint and by the time you read this will have been completely re-fitted.

Police will still retain a basic facility at the International Terminal but any conventional business will be conducted at the new site, which offers better facilities for both the staff and members of the public.

On the subject of service, a big thank you to everyone who has assisted us with our initial user survey last month. So far, with a few acknowledged exceptions, we seem to be very much on track.

The grand station opening will take place as soon as possible but may have to be stalled due to a certain rugby tournament, which will have a significant impact on all border agencies, including your police.

Our aim is to still provide the standard of service that you deserve as well as offering a world-class service to our many visiting fans.

Whoever you support, may the best team win!

## Down Under open for business



The Mac’s Down Under Bar and Cafe had not quite opened its doors when the August issue of Airport Times came out, so we thought we’d follow up with a good look at the latest venue to open at Auckland Airport. Serving everything from small plates and pizzas through to main meals, it’s a great option even if you’re not taking off for somewhere exotic.

### Auckland International Airport Limited

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Top 10 Airport 2011 · 2010 · 2009