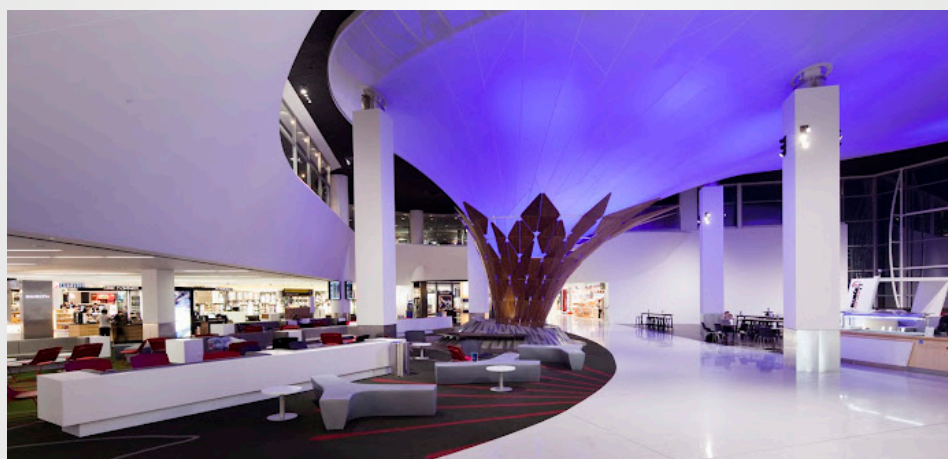


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Keeping you informed | ISSN 1176-9432

Vote for Auckland Airport



Auckland Airport has been voted the best airport in the Australia Pacific region for the third year running, and has improved its Top 10 placing in the Best Airports in the World over this time – moving from 10th to 9th to 8th place in the SKYTRAX World Airport Awards.

The airport is extremely proud of these achievements, which reflect the work and dedication of not only Auckland Airport and its staff but the whole airport community that contributes to the overall passenger experience.

Not content to rest on its laurels Auckland Airport has been investing in significant improvements to make every journey even better.

Voting is now open for the 2012 SKYTRAX World Airport Awards and Auckland Airport would like your help in voting us your favourite airport at www.betterjourneys.co.nz

Here are some of the things we've been doing to improve our performance:

- The Airport has made leaps and bounds to make your travel easier and safer – the introduction of new SmartGate technology, self-check-in, and refined customs and

biosecurity procedures all make your airport visit faster and stress-free.

- The Airport has opened a completely redesigned world class and award-winning duty-free shopping area – these efforts to ensure you have a world class shopping experience were acknowledged with a number of key awards in the retail and property industries.
- The new Emperor Lounge has just opened, offering you a business lounge experience no matter what airline you fly.
- Auckland Airport is winning awards for its environmental sustainability. It was the only company to be a finalist in all five categories in the Sustainable 60 awards which recognise excellence in organisational sustainability.
- There are two new airport hotels, the Novotel and Formule1, increasing the traveller choice for airport accommodation options.
- Auckland Airport works with Auckland City to make it easier for you to get to and from the airport. For example, there is now an expanded road network linking Auckland City regions to the airport and better public transport.

Luxurious lounge opens

China Southern Airlines have opened the biggest and most luxurious VIP lounge in China – the Sky Pearl International VIP Lounge – at Guangzhou Biyun International Airport.



With a total area of about 1400 square metres and 206 seats, the lounge has two floors and is available for first/business class passengers, VIP passengers, Sky Pearl gold/silver card holders, SkyTeam Elite Plus card holders and VIPs of China Southern Airlines' partners.



It includes a dining area that seats 40 people, a children's activity area, a traditional Chinese Tea Art Display, an audio-visual area and reading lounge, business area and meeting rooms, and a shower compartment.

The lounge opening is the first of several planned lounge reconstructions in various locations.

www.csair.com/en/

HELP US MAKE EVERY JOURNEY EVEN BETTER

Vote for Auckland Airport at www.betterjourneys.com



Staff shuttle drivers needed



There is growing interest in the staff shuttles offering a true door-to-door service at an incredibly competitive price, but they will need the support of the entire airport community to work.

Auckland Airport is supporting the trial so people can at least “give it a go” over the next three months.

Jucy, who will manage the operation of the service, have created a specific website for interested people to find out further information and register their interest.

Head to www.jucyshare.co.nz for more information.

Best in the world again

Air New Zealand cemented its reputation as one of the world’s favourite airlines when it was picked as the world’s best airline by Air Transport World magazine.

The US-based publication has been running the awards for 40 years and the judges said Air New Zealand was a trendsetter in a number of areas, including product innovation and social media, and praised it for its staff motivation. It was also commended for its efforts in helping communities after the Christchurch earthquake.



The news was announced just before the airline celebrated the arrival of its new all black Boeing 777-300ER. The aircraft has been painted in celebration of the All Black World Cup win and will fly the Auckland to London route.

www.airnewzealand.co.nz

First airport campervan park opens



Auckland Airport has opened New Zealand’s first on-airport campervan facility to provide the growing “self-drive” holiday market with a conveniently located place to rest up and relax before safely beginning their journeys around New Zealand.

The airport has responded to demand from travellers to provide a well-appointed site, close to the airport, that they can use before embarking on any long trip, and to stay their final night before returning their campervan.

Auckland Airport’s commercial manager, transport, Martyn Brewer, says the facility has been opened to allow greater choice for campervan travellers.

“It offers an easy, affordable and hassle-free service with all the amenities you would

expect from a modern facility. Our guests can step off a plane and into their travelling home, but make use of the amenities, stock up at the supermarket or get some rest before embarking on their road trip – a recommendation strongly encouraged by all major campervan rental groups to avoid driver fatigue on unfamiliar roads.”

Auckland Airport’s Campervan Park is just under a kilometre from the domestic and international terminals and features 54 powered bays with fresh water set within landscaped gardens with easy access to toilets, showers, kitchen and laundry facilities, as well as Wi-Fi.

While in the airport area, there are also a number of facilities to keep the family entertained, like paintball, a butterfly sanctuary, cafes, shopping, mini golf, supermarket, a high ropes course and a golf driving range.

The site is also fully secure and fenced with CCTV and regular security patrols. Travellers staying at the site are welcome to use the dumping station to empty waste and sewage tanks before returning their campervans to rental agencies.

Until the end of March, travellers can book online at www.aucklandairport.co.nz and stay for just \$29 a night (regular price \$39 per night).

www.aucklandairport.co.nz



The increase in the total passenger volume at Queenstown Airport in November 2011 when compared to the same month in 2010. That’s 10,376 people.

Christmas cheer for foster children



Local community agency Lifewise and Auckland Airport staff made Christmas that much brighter for a group of foster children and their foster families with a party at Butterfly Creek.

The “Magical Children’s Christmas Party” was held on December 20 and Auckland Airport staff personally donated more than 150 presents to be given out to the children, with some employees also volunteering to help out at the event.

Charles Spillane, Auckland Airport’s general manager corporate affairs even donned the red suit in the key role of Santa (pictured above).

Lesley Mynett-Johnson, Development Manager for Lifewise, was stunned when she saw the number of donated presents

and sent a huge thank you to every staff member who contributed.

“It was wonderful to see the joy on the children’s faces when Santa handed out the presents. These kids have been through a lot and being able to put on a party like this is extra special.

“Having volunteers there as well meant that the foster carers got a break. It was all the little extra touches, thanks to Auckland Airport and others that made the day memorable for kids and adults alike.”

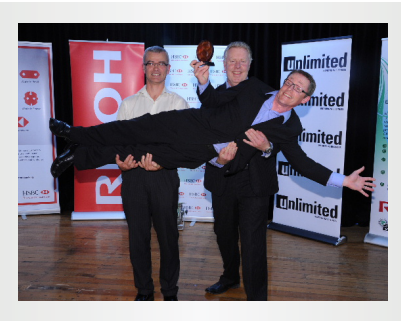
Lifewise is an Auckland-based community organisation providing services to people in need. Family violence and child abuse are just two of the many social issues Lifewise is working to address.

www.lifewise.org.nz

Sustainability plan awarded

As it comes to the end of its first five-year action plan Auckland Airport’s fantastic efforts were recognised in the S60 Sustainable Business Awards 2011.

The airport came away with a win in the Strategy and Governance Category and a special commendation for being a finalist in all five categories, the only company in the country to do so.



Martin Fryer celebrates the S60 win with Mike Clay and Steve Hardwick from the Aeronautical Policy team.

Auckland Airport sustainability adviser Martin Fryer says they can now proceed with the next sustainability plan, simply titled Auckland Airport 2030, safe in the knowledge that the approach is on the right lines.

“What will Auckland Airport look and feel like? How will people travel? What will they demand of Auckland Airport?” he asks. “We will be canvassing views of stakeholders over the next six months to try and produce a vision of sustainable development.”

If anyone would like to be involved in the process they can contact Martin Fryer directly on (09) 255 9096.

Lost dog reunited with owner



One nervous flyer spent a night out in the cold after escaping from his cage at Auckland Airport.

Mrs Liddle had brought her dog Campbell up on a flight from Christchurch when she went to spend time with her brother in Hamilton, but as he was being loaded into the car for the drive south, Campbell had other ideas and ran towards Puhinui Road.

After fruitless hours of searching – and a look at the airport’s operations centre’s cameras – the siblings headed to Hamilton, fearing him lost.

There were numerous sightings of Campbell throughout the night, and then in the morning the airport’s own “Dr Doolittle”, Jeremy Brown and Gareth Udy from Skygate Security managed to spot the dog and entice him into their security car.

Campbell settled down to a large bowl of water, a nice warm blanket and some KFC potato and gravy while the operations team tried to contact the owner. Luckily the owner sent an email offering a \$1000 reward for the dog’s return, giving the team her email address so they could reunite them.

Mrs Liddle was amazed when the operations team refused to take the award, telling her it was just part of their job. Well done guys!



 25%

The rise in the number of Chinese passengers arriving at Auckland in November 2011 when compared to the same month in 2010.

Biggest week ever at the airport



More than 170,000 international arriving or departing passengers went through Auckland Airport in the week ending January 8, more than any other recorded week – including the peak periods of the Rugby World Cup.

Judy Nicholl, general manager aeronautical operations, says the numbers show that despite challenging economic conditions, more people than ever are travelling to and from New Zealand.

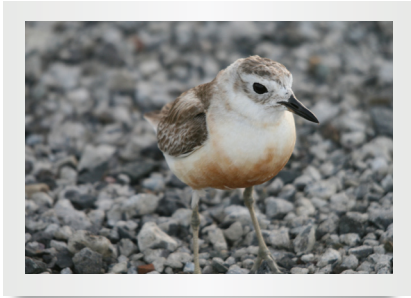
She also acknowledged the work of Auckland Airport’s many partners to ensure the high numbers of travellers were processed smoothly and efficiently.

“Many different organisations are involved in the successful running of a major international airport,” Judy says.

“Everyone at the airport has an important role in growing New Zealand’s reputation as a great place to visit.”

Endangered NZ dotterels hatch

There are some new arrivals to the apron area at Auckland Airport – a family of young New Zealand dotterels.



While many birds are a danger to aircraft because they get scared and can get caught up in the engines, the endangered New Zealand dotterels are unbothered by the constant air traffic and represent little risk.

Auckland Airport grounds and wildlife hazards management planner, Peter Robinson, explains: “On the ground they see the plane coming, turn around, walk away and then they’ll walk back to where they were. They don’t panic. These birds are smart.”

He says when they are protecting a nest, the birds pretend they have a broken wing to lead the potential “predator” away from their eggs. “If you’re really careful you can follow them one way and another and work out where the nest is using vectors.”

When a nest is found, staff sometimes use plastic barriers to keep people away and may delay lawn mowing in that area for a month or until the chicks are seen. The chicks usually take 30 days to hatch.

This is what happened when a nest was found west of Pier B before Christmas. “The chick is now hatched and is fully fledged. He’s almost as big as his parents now,” Peter says.

Airport staff already keep the apron area clear of rodents and other predators as part of their duties, so the entire airfield is almost a de facto wildlife sanctuary.

An actual bird sanctuary is on Wiroa Island and is an essential part of Auckland Airport’s Wildlife Management Programme. New Zealand dotterels often breed there and on the grass islands of the airfield.

Finding your field of dreams



Manukau kids have been getting a sporting chance for the past three years through the groundbreaking charity John Walker Find your Field of Dreams Foundation.

The foundation uses sports and physical play to encourage children to get into active, healthy lifestyles and delivers six programmes with community partners Manukau Leisure Services, Counties Manukau Sport, College Sport and Athletics New Zealand.

As a result, 14,000 children have attended free swimming lessons in 2011 alone, pupils at 21 primary schools have benefited from coaching in basketball, football, hockey and cricket, and teacher coaches at 10 secondary schools have been upskilling.

And the foundation is about to add a mobile swimming pool to its swimming programme for 2012 after receiving \$10,000 from Auckland Airport as part of the 12 Days of Christmas initiative.

Children who usually shy away from organised sports teams have taken part in free sport activities in local parks, leading to 16,000 park visits by children throughout Manukau.

Chairman and Auckland Councillor John Walker says by fostering positive attitudes, goal setting and offering the chance to succeed, Find Your Field of Dreams Foundation aims to help young people develop constructive lives.

www.fieldofdreams.org.nz

12 Days of Christmas recipients



Hands of Hope Community Services members (from left) Rangi Carreira, Les Denton and Deidre Tai with some of the Christmas care hampers they have put together for families in the Mangere area.

In the days leading up to Christmas last year, Auckland Airport made 12 charities very happy by distributing \$120,000 amongst them.

The fund comes from the small change donated by passengers as they pass through the airport over the year.

There were a lot of worthy applications, but only 12 could be chosen. Here is the list of recipients:

Raukauri Music Centre: Using music therapy for children with special needs.
www.rmtc.org.nz

Auckland Search and Rescue: A group of 20 volunteer firefighters formed after the Christchurch earthquakes.

Kidz First Children's Hospital: A South Auckland hospital aiming to provide for the whole family, as well as their sick kids.

The John Walker Field of Dreams Foundation: Helping thousands of children to learn to swim each year.
www.fieldofdreams.org.nz

The NZ Gynaecological Cancer Foundation: Raising awareness of these potentially deadly types of cancer.
www.silverribbon.co.nz

Hands of Hope Community Services: Providing emergency food parcels and

Christmas hampers to needy families for more than 30 years (pictured).
www.handsofhope.org.nz

Living Springs campsite: Putting on educational, recreational, adventure-based programmes and school holiday camps for more than 30 years.
www.livingsprings.co.nz

Kaipataki Project: Keeping the North Shore clean and green by planting thousands of trees and plants each year.
www.kaipataki.org.nz

Paralympics New Zealand: Helping disabled athletes train to represent their country on the international stage.
www.paralympics.org.nz

Cure Kids: Bringing hope and happiness to children with life-threatening illnesses.
www.curekids.org.nz

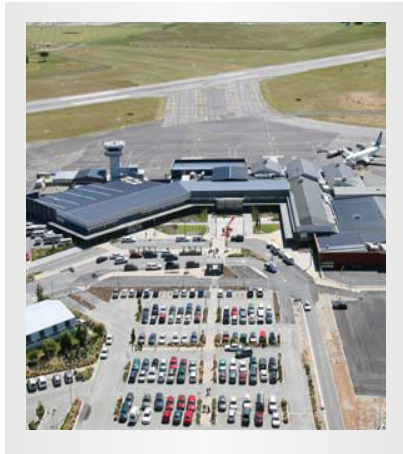
Te Whakaruru Hau: A Maori women's refuge in Hamilton, this charity has helped thousands of women over the past 25 years.

Variety: Since 1989 Variety has given over \$12 million to help sick, disabled and disadvantaged children. www.variety.org.nz

For more information about these charities and what they are planning to use their grants for, visit www.aucklandairport.co.nz

Newly sealed Queenstown cross-runway

The weather doesn't pose as much of a problem for light aircraft users in Queenstown any more, now that the airport's cross-runway has been sealed.



The airport's CEO Steve Sanderson says that adverse weather conditions, such as heavy frost or heavy rain, frequently caused the runway to be closed. "Sealing the runway will greatly reduce the number of disruptions as well as further improve safety."

Operators welcomed the investment and support of general aviation in Queenstown.

"This is the best thing that has happened for flightseeing operators at Queenstown Airport," Air Milford CEO Hank Sproull says. "It's good for our business, making our operations much more efficient."

www.queenstownairport.co.nz

Summer of love shopping

Valentine's Day is just around the corner and this issue of Aerial has some great deals and articles celebrating love and summer including:

- find your perfect match – sunglasses to fall in love with
- chains of love – NZ designer jewellery you'll love
- summer's most kissable colours from M.A.C.
- an Italian love affair – a Kiwi couple takes off to Italy
- Q&A with Sonia Grey
- tax free shopping ideas

You'll find your copy of Aerial in the international terminal building or online (at www.aucklandairport.co.nz/ebooks/aerial/index.html) from February 6.



170,000

The number of international passengers who arrived or departed through Auckland Airport in the week ending January 8, 2012. That's enough to fill Vector Arena 14 times over.

A lounge fit for an emperor



All international passengers can now get the business lounge experience at Auckland Airport's new Emperor Lounge.

The lounge offers travellers a place to relax while experiencing outstanding service from welcoming staff.

It is available for all international passengers, whether they are departing or in transit.

Catch up on some work in a calm, tranquil environment that provides free Wi-Fi access

and a specially designed study area.

Freshen up in the shower facilities with the complimentary shower packs provided, or just wind down and enjoy the freshly made light meal options (including Halal) over a glass of wine from the complimentary drinks selection.

Access is just \$49 per person when pre-booked online and the Emperor Lounge is open from 6am to 11pm every day.

Book at www.aucklandairport.co.nz

A piece of New Zealand aviation history

Flying around the world is second nature now to most of us, but that technology had to start somewhere, and for New Zealand it was with brothers Vivian and Leo Walsh.

The Auckland-based brothers successfully pioneered the first recognised, controlled flight in New Zealand in 1911.

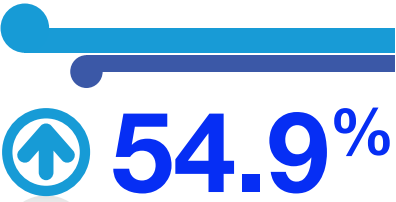
The feat occurred at Glencora Park in Papakura in a British-designed Howard Wright biplane that the brothers had built themselves.

Vivian flew the plane for about 400m at a height of 15-18m, controlling it at that height.

The brothers went on to train New Zealand fliers who eventually went on to establish the local aviation industry. In fact they were well known for the quality and high standard of their training.

Vivian was the first New Zealander to obtain an aviator's certificate and the brothers started the country's first flying school in 1915 in Kohimaramara.

The book *Walsh*, documenting and celebrating their achievements and those of associates such as Reuben Dexter and George Bolt, was launched on Armistice Day, November 11, 2011.



54.9%

The increase in the number of Singaporean passengers arriving at Auckland in November 2011 when compared to the same month in 2010.

The airport police: Keeping Auckland Airport safe



It is truly marvellous to see Auckland Airport coping so well with high passenger numbers. The record-breaking Christmas "rush" was dealt with superbly by all agencies and as a result there were no major issues.

Airport Police are now focusing on 2012 and have adopted the new national New Zealand Police focus of "Prevention First" – a mindset change that examines demand and focuses on the causes of crime and the impact upon victims.

The model is driven by five categories: Alcohol, Family Violence, Youth, Road Policing and Drugs and Organised Crime.

An example of work in the Road Policing

category can be found in the increased number of roadside checks upon airport workers and road users. This followed a large number of complaints about driving standards within the airport environs.

In the early stages of the operation a fair number of warnings were issued. The main categories of offending were no seatbelt, failing to stop at stop signs, pedestrian crossing infringements and overall, speeds were generally too high.

With the major change in the give way rule occurring on March 25 we want to ensure that we enter this new and potentially problematic time with a safer and more aware set of road users here at Auckland Airport.

Another issue we are seeing too much of is abuse: as in, abuse of parking wardens by motorists and abuse of parking regulations. We want to allow our colleagues in this area to carry out their own roles but rest assured we will be on hand to enforce if they call for our assistance.

We wish you all a happy and, of course, safe 2012.

