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Keeping you informed | ISSN 1176-9432

## Airport's strong performance



Auckland Airport has announced their interim results for the six months ending 31 December 2011 and it's all good news, setting a strong platform for future growth.

Profit after tax is up 5.5 per cent on the same period in 2010 and the underlying profit after tax is up 15 per cent to \$70.791 million. Plus passenger numbers are up at all four airports.

This has all helped increase the interim dividend to 4.4c per share and Auckland Airport chair Joan Withers says this underlines the board's confidence in carrying out its strategy.

"The last two financial years have seen total shareholder returns per annum in excess of 20 per cent, and we are on track for another solid performance this year," Joan says.

Chief executive Simon Moutter says that considerable effort has gone into necessary future planning, including expanding the domestic terminal.

"Over recent months, we have been consulting actively and constructively

towards the best pathway for a new domestic terminal solution with our airline partners and with input from independent experts.

"That process is continuing and we expect to see an outcome in the next few months."

The six-month period saw particularly strong growth out of Singapore, China, Australia and, reflecting the RWC 2011 influence, the major rugby playing nations of Europe in September and October. New Zealand outbound travel from Auckland Airport also increased.

Queenstown had another big international passenger volume increase of 30.1 per cent, while international numbers at Cairns were up 6.7 per cent.

Meanwhile the booming resources sector continued to fuel strong domestic growth, with Mackay Airport reporting a 6.3 per cent increase in domestic passengers.

More detailed results can be found at [www.aucklandairport.co.nz](http://www.aucklandairport.co.nz)

## Passengers wanted

Keen interest from staff in Pukekohe who predominantly work office hours of 8.30am to 5pm means that one shuttle is close to being launched. Just a couple more will make it fly!



The staff shuttles are open to anyone who works at the airport. The staff member who drives gets to and from work for FREE and each passenger pays a flat monthly fee that works out much cheaper than running a car.

There is also interest from a small group in Ellerslie, and if the numbers can be found (we're looking for five or six people) then shuttles will also be considered from other areas of Auckland.

Talk to your workmates and see if Jucy Share is for you.

Register at [www.jucyshare.co.nz](http://www.jucyshare.co.nz)



## Summer shopping

Don't forget the latest issue of Aerial magazine is out now and includes a host of summer features and shopping deals

- 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
- Tax-free shopping ideas

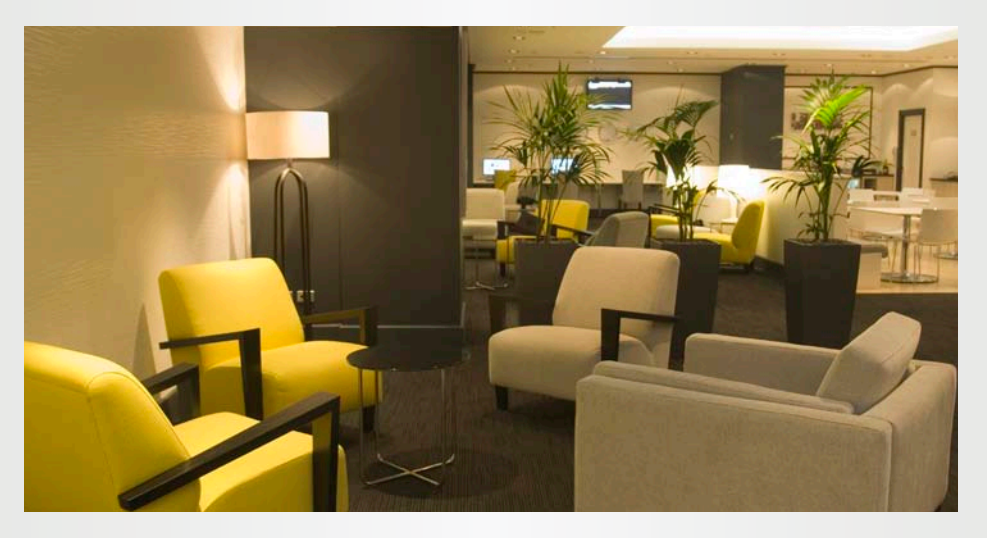
Get your copy in the international terminal building or online at <http://www.aucklandairport.co.nz/ebooks/aerial/index.html>



5.9%

The rise in international passenger traffic at Auckland Airport in December 2011 when compared to the same month in 2010.

# A lounge fit for an emperor

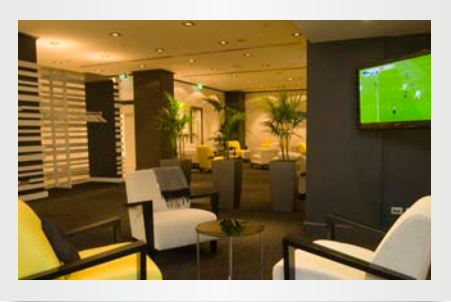


All international passengers can now get the business lounge experience at Auckland Airport’s new Emperor Lounge.

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

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 drink selection.

Access is just \$49 per person when booked online in advance or \$55 on the day of travel

Emperor Lounge is open from 6am to 11pm daily.

<http://emperorlounge.co.nz>



# Auckland to welcome new generation of aircraft

The Dreamliner is coming to Auckland Airport wearing an array of different clothes – Continental, Jetstar and Air New Zealand have all announced their new aircraft will be flying into Auckland.



Boeing’s latest aircraft promises improved passenger comfort and 20 per cent greater fuel efficiency, as well as fewer emissions when compared with similar sized aircraft. It can fly with high cabin pressure, meaning those passengers who have deep vein thrombosis or who get dehydrated will be much more comfortable.

Auckland Airport got its first taste of the 787 when one touched down in November last year, and United Airlines (Continental) will be the first to fly the new planes into Auckland in the next summer season.

# Waste management group created



With so many opportunities to recycle waste, airport users – from passengers to tenants – are currently contributing about 20 per cent of the waste generated at the airport to recycling.

Research shows that this figure could be

more than doubled, which would reduce costs and the impact on the environment.

A working group involving cleaning contractors, waste recycling companies and airport staff has been created to look at how waste management can be improved.

Initial investigations will concentrate on finding out where waste is created, how it makes its way to the bins and where it all ends up.

Sustainability adviser Martin Fryer is excited by the opportunity.

“The working group has only met a couple of times but the number of ideas flowing about how to better manage waste is just incredible. We will see some exciting results that will significantly reduce environmental impacts and costs, while also improving passenger experience.”



The Dreamliner’s arrival is great news for the tourism industry and the economy. The new generation aircraft is ideally suited for Auckland as a hub and offers a reach into several new markets, potentially opening up more of Asia and the Americas to direct services.

[www.continental.com](http://www.continental.com)  
[www.airnewzealand.co.nz](http://www.airnewzealand.co.nz)  
[www.jetstar.com.au](http://www.jetstar.com.au)



# Always at the ready



Airport Emergency Services (AES) play a vital role at Auckland Airport – both on land and on water – but the services they provide are more varied, and their operational area much wider than a lot of people realise.

The 52-person service covers three areas – marine search and rescue, medical emergencies, and fire/rescue. The team is on call 24 hours a day, seven days a week, 365 days of the year, and they receive more than 3000 callouts a year.

Almost 80 per cent of AES callouts are medical in nature, ranging from heart attacks, strokes and asthma attacks through to dehydration, exhaustion and other minor traumas. But the number of international passengers coming through the airport also means they have had to deal with stingray stings and scorpion and spider bites picked up overseas.

As part of their training the medical team work closely with St John to deliver pre-hospital care before the ambulances arrive.

The marine team has an 11m Griffon hovercraft (pictured below) – the only one in New Zealand – in their toolbox, and they

regularly assist the local Coastguard unit and the Police in at-sea rescue operations, shoreline search and rescue, and body recovery on the Manukau Harbour.

But it's the fire/rescue elements of the AES that are the most prominent and visible to the public. Their dedicated fleet of 10 fire and rescue response vehicles includes 29 and 39-tonne foam trucks.

While they are trained to handle any on-aircraft incident, they also respond to a number of other search and rescue, fire and emergency situations in the surrounding community, and work closely with the local fire departments.

The Airport Rescue Fire Fighting service also operates an on-site world-class fire training school, and regularly host overseas fire fighting brigades in joint training.

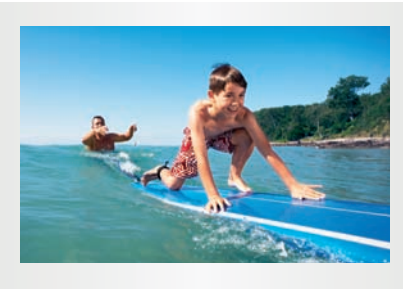
And now you can add another string to the AES bow – TV stars. The unit featured on TVNZ's Breakfast show last month, as weather presenter Tamati Coffey got an inside look at what the unit does, their resources and the people who staff it.



# Trial flights to the Sunshine Coast

Air New Zealand has announced it will be trialling a seasonal twice-weekly flight between Auckland and Sunshine Coast Airports from July 1, 2012.

It will be the first ever international service to fly into Sunshine Coast.



Auckland Airport general manager aeronautical commercial, Glenn Wedlock, says the Sunshine Coast is an extremely popular and now convenient leisure destination for a mid-winter break.

“We’re pleased to be working with Air New Zealand on this great new initiative.

“Having this first direct service to the Sunshine Coast offers more accessibility from New Zealand and the broader Air New Zealand network, and it means that our tourism industry can target this new catchment area.

“It’s another way we can help develop and grow the Australian visitor market.”

The new trial service will operate on a Tuesday and Sunday for the seasonal peak between July and September 2012.

## Sunshine Coast here we come!

Over 100km of sandy beaches, pristine national parks, seaside resorts and charming hinterland towns: Queensland’s Sunshine Coast will leave you relaxed, revitalised and naturally refreshed.

Noosa is one of the great places on the Sunshine Coast and offers an enticing mix of sophistication, beach culture and natural beauty.

You can go shopping on Hastings Street, eat sumptuous cuisine in Noosaville or spot a koala in the magnificent National Park.

## Climbing escalators to raise money



For the past three years Auckland Airport’s firefighters have climbed the Sky Tower to raise money for Leukaemia and Blood Cancer New Zealand, using the Airport’s escalators to train.

This year they’re doing it again, but firefighter Tony Scott says the exercise is now a lot more personal after one of the team recently lost his child to the disease.

Twenty-four firefighters are climbing or assisting this year, the biggest team so far, and the fundraising effort is already underway with \$5000 raised in the first of three escalator climbing days.

Tony says they’re aiming to raise \$30,000, and this year they’ll be using a texting system alongside the more traditional donation buckets to help them get there.

The firefighters will be running up the down escalators in the international terminal.

“There’s no better way to train than to have continual movement, like a treadmill,” Tony says. “It goes at 72 steps a minute, which

doesn’t seem very fast for the first minute, then it gets harder.”

Each firefighter ends up doing about 45 to 50 minutes of climbing in total, rotating every 10 to 15 minutes.

Tony says people going through the airport find it easier to be generous because of the effort the firefighters are putting in. Over the past few years they have used the escalator climbs to raise thousands of dollars for the Red Cross after the Christchurch earthquakes and for the Victorian bush fire victims.

However, Tony does have a message for those who work in the airport, and therefore pass by a lot. “Don’t feel like you have to put money in the bucket. We just want your support and that could simply mean stopping and talking to us.”

Look out for Auckland Airport’s firefighters climbing the escalators on April 20 and May 11, before the Sky Tower climb on May 19.

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

## Stepping up on the court

For South Auckland’s Air Raiders basketball team, sport is more than just a game, it’s about encouraging and developing healthy attitudes to competition, sport and life in general.

The team was started by a group of parents who wanted to encourage their sons to participate in sport before they enter their teenage years and it has proved not only to be popular, but successful – the number of children involved continues to rise and the players have gone from barely knowing how to play to winning most of their games.



Air Raiders’ number 34, Zane Neemia, proudly wears his uniform which was donated by Auckland Airport.

They also got a helping hand from Auckland Airport last year when they were named as one of their Gold Medal winners. The club received \$2400 in order to buy uniforms for their players.

The Air Raiders wore those new uniforms on Monday night when they played their first game of the season last month. From the looks of the scoreline, it’s shaping up to be another successful season.

## A variety of fresh and healthy food



Airport workers and passengers alike now have access to a wide variety of fresh and healthy Japanese food at Roka Sushi and Donburi in the new Formule 1 hotel building.

Opened in September last year, Roka follows the Japanese tradition when it comes to the sushi and the donburi so you can choose exactly what you want to eat.

They prepare their food early each morning, so it’s fresh, and there are more than 20 different types of sushi on offer.

Owner Alison Ma says she chose Auckland Airport as the location for her first establishment because of the number of people – local and visitors – coming through the area every day..

You’ll find Roka Sushi and Donburi in the Formule 1 building, 2 Leonard Isitt Drive. Call (09) 275 0998.



# 29,698

The number of arriving or departing passengers who went through Auckland Airport on 23 December 2011, the second busiest day ever.



# Working for a sustainable future



Auckland Airport’s next sustainability plan is taking a long-term approach – looking towards 2030 – and we’re after your thoughts and ideas.

The plan considers areas such as airport resource use, the company’s social impact, sustainable transport and how the company reports on its performance.

Auckland Airport is already getting attention for its sustainability achievements, most recently as the only company at the 2011 S60 Sustainable Business awards to be nominated in all five categories. They also came out on top in the Strategy and Governance category.

Some absolute targets have been suggested around reporting, supply chain, customer engagement and urban design, including a potential 80 per cent reduction in waste sent to landfill, and water and energy use.

Sustainability adviser Martin Fryer also suggests discussing it with the next generation.

“By 2030 we will all be living in a very different world, so it’s a good idea to ask your children, grandchildren, nephews and nieces what they think an airport will look like, or what they think it should be like in terms of their experience as a passenger.

“How do they think they will get here? Will they still be carrying luggage? Will they still need a passport? Will they be greeted by someone behind a check-in desk? How will the aircraft be fuelled? What will the terminal be powered by?”

There are no right or wrong answers, so if you’ve got a dream about a future Auckland Airport, as a passenger terminal or a place to work, then contact Martin directly at [martin.fryer@aucklandairport.co.nz](mailto:martin.fryer@aucklandairport.co.nz)



## The airport police: Keeping Auckland Airport safe

Your Airport Police have been very busy recently, using the Prevention First model to aid in driving down crime.

Of course everyone hates statistics but we should learn to love positive ones and ours are just that – lower crime figures equal fewer victims.

When we say crime we do need to retain a large degree of perspective. Despite having the largest car park in the country, many retail outlets, busy roads and millions of passengers each year to assist and deal with, the airport is one of the safest places in New Zealand. However we need to focus on keeping it that way.

This is where you come into the equation: if you see something suspicious please contact us. There are many ways you can do this: directly on (09) 2759046, via the 111 system if it’s urgent and happening “now”, via the Airport Watch system or, of course, via Crimestoppers on 0800 555 111. Alternatively, to anonymously report illegal or inappropriate behaviour, you can call the Integrity Plus service on 0800 INFORM (0800 463 676).

In closing we also ask you to please be a little more patient in and around the airport environs. We accept that everyone wants to be somewhere quickly but this can manifest itself as poor driving, poor manners and sometimes poor judgment.

Our advice is to take a moment to think about where you are and how busy this place actually is, plan ahead and seek our help if you need us, but above all enjoy using one of the safest and best airports in the world.

# Healthy can also be fast



If you want something fast for lunch you often have to compromise on the health factor and you can’t get exactly what you want. Not so at Habitual Fix.

The café offers fully customisable salads, sandwiches and wraps, as well as smoothies and juices, all made on the premises with fresh, high-quality ingredients. They even squeeze their own juices daily and bake their own bread each morning.

Now that Habitual Fix has moved into the Formule 1 building at 2 Leonard Isitt Drive, you don’t have to go far to get your fix and you can place your order however suits you.

You can order online – specifying exactly what you want and the time you want to collect it – you can place a phone order or you can simply wander in and wait while they make your lunch in front of you.

Habitual Fix also delivers (minimum order of \$30) and can put together orders for meetings, groups, conferences and more.

In fact founder James Tucker says the biggest order they’ve done was for 1200 people, coordinated across three stores.

(09) 275 0596  
[www.habitualfix.co.nz](http://www.habitualfix.co.nz)

