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Super-sizing Tasman flights



Auckland Airport welcomed two shiny A380 planes last month as Emirates launched its second daily double-decker trans-Tasman service.

The aircraft replaces the 777-300ER on the Auckland-Melbourne-Dubai route, adding another 135 seats per run. Emirates has been running an A380 on the Dubai route via Sydney since 2009.

Airport chair Joan Withers welcomed the move, saying it reinforced the decision to spend the best part of a decade making sure Auckland Airport was ready for the “next generation” of aircraft.

“We’re incredibly ambitious about our future and so is Emirates,” Joan says. “That’s why this is such an important partnership for us.”

Emirates’ senior vice-president for commercial operations for the Far East and Australia, Salem Obaidalla, was in Auckland for the event and said the airline is introducing the bigger aircraft to meet the demand and because it is more efficient.

Emirates has been flying into New Zealand for 10 years and has invested more than \$750 million in this market.

www.emirates.com

Airport chair to step down

Auckland Airport’s chair, Joan Withers, will step down from the board at next year’s annual meeting.

Joan signalled her intention during her address at this year’s annual meeting, as she reflected on the 2012 financial year and acknowledged the work done across all levels of the company.



Having served on the board since 1997, Joan says she has every confidence in the succession options currently around the board table and her focus is now on appointing a new CEO and then assisting them into their new role.

Joan’s address also recognised the loss of two people who helped drive the airport forward – Lloyd Morrison (a director since 2007) and Sir Wilson Whineray (a director from 1992-2005).

Read Joan Withers’ full address at www.aucklandairport.co.nz

In memoriam: Sir Wilson Whineray

Sir Wilson Whineray’s passing last month was met with “enormous sadness” across the country and within the Auckland Airport community.

A long-serving director – he sat on the airport’s board from 1992-2005 – Sir Wilson was one of a rare breed of leaders who combined outstanding business acumen with profound wisdom, with an overlay of mana, dignity and personal humility.

“Sir Wilson retired from our board in October 2005,” board chair Joan Withers said at the airport’s annual meeting. “But I remember well his counsel and support and his unfailing commitment to make sure Auckland Airport remained future focused, growth orientated and always able to accommodate the next generation of aircraft.”



“What you see today at Auckland Airport is part of his legacy. On behalf of the Board of Directors and everyone at Auckland Airport, we extend our thoughts and deepest sympathies to Sir Wilson’s family. He will be greatly missed.”



The increase in the number of arrivals by New Zealand residents in September 2012 when compared to September 2011.

Airport careers on display



Papatoetoe High School students getting a tour of the Airport Emergency Services vehicles.

A group of students from Papatoetoe High School got an inside look at the wide variety of career options at Auckland Airport when they took part in a careers day organised by Auckland Airport.

The 22 senior students and two of their teachers started their day with a bus tour around the apron and runway, taking them within a stone's throw of an Air New Zealand Boeing 777 and its engines, before a visit to Airport Emergency Services.

The afternoon included career talks from representatives of Customs, Air New Zealand, Airport Police and Aviation Security, some of whom brought along guests such as drug detector dog Rox and props, including examples of weapons Avsec have confiscated off passengers.

The careers day was aimed at raising awareness in the South Auckland community about the different career opportunities out at the airport and community relations manager Katie Moore says it was such a success that they will now be held frequently throughout the school year.

“There is such a wide range of roles that are based at the Airport and what was clear today is that many of the students have a lack of knowledge of just what career

opportunities are available to them on their doorstep.”

Jo Ruthie, Papatoetoe High School Career Pathway Counsellor says the day had a very real impact on the students. “The feedback from the kids was awesome and it was obvious that they really enjoyed the day. For the students, having the opportunity to meet and talk to people who work at the Airport is really beneficial as it gives them some real life experience of the working world.”

As well as the Career Day, Auckland Airport is also taking part in the Gateway programme, an initiative that gives senior students the opportunity to get work experience at businesses throughout New Zealand.

The airport has been offering students from Otahuhu College work experience for the past five years, and in October students from the school have been spending each Friday afternoon with airport employees in order to learn more about their roles.

Gateway coordinator at Otahuhu College, Jacquie Brayshaw, says the opportunities provided by the airport as part of the programme are invaluable, especially since many of them are looking for careers in travel and tourism.

Parking deals for night owls

Passengers taking advantage of Air New Zealand’s new late-night flights between Auckland and Wellington can now take advantage of similarly low-priced parking deals at Auckland Airport.

The new deal offers passengers entering the Park & Ride carpark on Verissimo Drive between 8pm and 10pm and exiting between 11pm and 1am, two to four days parking for only \$6 a day. It makes an extra 6000 low-cost parking spaces available to the public.

The deal can be booked online, along with any of the wide variety of deals available,



some of which offer savings of up to 50 per cent.

www.aucklandairport.co.nz

Joint campaign to boost summer business

Queenstown Airport has joined forces with Air New Zealand and Destination Queenstown for a marketing campaign to boost summer business between Auckland and Queenstown.

Queenstown Airport’s head of communications and promotions, Nina Crawford, says the campaign promotes Queenstown as a destination as well as raising awareness about Air New Zealand’s increased flights this summer.



Up to five flights between Auckland and Queenstown are scheduled every day through December and March, creating a choice of direct services between the two centres, with a flight approximately every two hours.

The fifth flight will be a late afternoon departure from Auckland return and Nina says it has been exciting for the airport to work with Air New Zealand to secure this twilight service.

“Our joint marketing initiative is enhancing the Destination Queenstown summer campaign, and targets both Auckland and Queenstown people with a focus on key billboards at Auckland Airport,” says Nina.

www.airnewzealand.co.nz
www.queenstownnz.co.nz
www.queenstownairport.co.nz

City takes international award



Auckland is on top of Australasia, at least it is according to this year's World Travel Awards – it has been named the region's top destination.

It's the second time in three years Auckland has taken the title, regarded as one of, if not the most, prestigious in world travel. The city beat challenges from Sydney, Bora Bora, and the Whitsunday Islands, and will now go on to represent Australasia at the

World Travel Awards Grand Final in New Delhi on December 12.

Auckland wasn't alone in its wins at the awards: Air New Zealand was named the region's top airline for the fourth year in a row; Millbrook took out the leading golf resort title; the Spire Queenstown was voted leading boutique hotel; and the NZ Tourism Board topped its category.

www.worldtravelawards.com

Airport service puts safety first

Keeping Auckland Airport a safe and secure place for everyone to enjoy takes commitment, vigilance and your help – hence the Crimestoppers NZ Integrity Plus service.

This service provides you with an anonymous support line to report any harassment, discrimination, intimidation or suspicious behavior that you may have witnessed in the Airport precinct.

All you have to do is call 0800 INFORM (0800 463 676). Your call will be answered in the Crimestoppers call centre, and although they will take down the details about what's happening and where, they will not ask who you are, record the call, use caller ID or make any attempt to identify you.

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



Alternatively, you can also use Integrity Plus' online reporting tool through the Crimestoppers website. Simply go to www.crimestoppers-nz.org and follow the Integrity Plus prompts.

In order to raise awareness of Integrity Plus, you will start to see these posters around the airport over the coming weeks. So if you see something that makes you feel uncomfortable, speak up and call 0800 INFORM.

More direct flights to Bali

The success of a winter season of direct flights to Bali in 2012 has prompted Air New Zealand to announce they will repeat the service in 2013.

The airline will operate direct flights from Auckland to the popular Indonesian holiday destination between June and October next year, showing their confidence in the market.

Auckland Airport's general manager aeronautical commercial, Glenn Wedlock, says the announcement is great news and that the Indonesian market is rapidly growing in importance for New Zealand's tourism and trade relationships.



"It is one of our nearest markets and its GDP is already ahead of Australia. So we have an incredible opportunity to grow Indonesia into a market worth in excess of \$100 million to our visitor economy."

Demand prompts more US seats

Recently announced moves by Air New Zealand and Hawaiian Airlines mean there will soon be an extra 5000 seats a week on flights to North America.

Air New Zealand will be increasing the frequency of its flights to San Francisco from five times a week to seven, as well as increasing the number of flights to Los Angeles to 14 a week.

Meanwhile Hawaiian Airlines has announced that it will be using a larger plane to service its route between Honolulu and Auckland, which is due to start in March 2013.



Auckland Airport general manager aeronautical commercial, Glenn Wedlock, says the announcements show how eagerly the services are being embraced by passengers on both sides of the Pacific, and highlights the opportunity for growth in the North American market.

www.airnewzealand.co.nz
www.hawaiianairlines.co.nz

 **27.1%**

The increase in the number of domestic passengers at Queenstown Airport in September 2012 when compared to September 2011.

New brand for airport hotel

Auckland Airport is no longer home to a Formule 1 hotel, it's now known as ibis budget.

The hotel has been renamed and rebranded as part of Accor's (the hotel operator) new strategy, launched in September this year.

The international hotel chain committed NZ\$236 million towards speeding up the rebranding and subsequent renovations at its hotels around the world, including Auckland Airport.

The ibis budget brand is all about "deep sleep, dream price" and as part of that the hotel has not only changed its sign, it's also had a change of bedding.

Rooms will now include high-sprung mattresses and bed bases that align with the



density points of the body, as well as big fluffy pillows and super soft duvets.

The Auckland Airport hotel is one of 515 Etap/Formule 1 hotels around the world to be rebranded as ibis budget and the entire rebranding process is expected to be finished in early 2013.

Keeping Auckland Airport safe: The Airport Police

A very busy period for your Airport Police – the school holidays always add a new dimension to our operations as the passenger numbers leap up accordingly!

With this comes the additional responsibility surrounding such issues as child custody alerts, a factor that many airport customers would not realise is a part of the overall police operational responsibility. These alerts are a critical element of the wider justice system and are put in place to prevent the removal of children who are subject to custody hearings. Ultimately, as dramatic as it may sound, they could prevent a kidnapping.

It is often heartbreaking for staff to have to offload children from what might have been a dream holiday, but the consequences of us not acting upon the court instructions could be catastrophic. Our staff members have to act in the interests of the family while upholding the law. We ask that the wider family networks give strong consideration to the potential impacts of custody alerts.

Our crime "picture" remains very positive with the airport continuing to report very low levels of criminality, however, our "demands for service" are increasing and this is in line with the rapid growth of the airport environs and the corresponding impact of increasing passenger numbers.



We have also noticed a rise, albeit small, in people prepared to confront our staff. This is, of course, completely unacceptable. Recently a staff member was run over by an offender and other staff have been assaulted simply as a result of carrying out their duties.

Our response to these incidents has to be swift and professional and two things have become apparent as a result of our investigations – we have to target criminal elements that choose to visit Auckland Airport and, most importantly, we need the continuing support of our community in everything that we do.

If you are reading this, you are either a passenger, an employee or a customer of the best airport in the Pacific, help us help you to be and feel safe.

Engrave your Johnnie Walker Blue Label bottle

The next bottle of Johnnie Walker Blue whisky you buy on your way out of New Zealand could become truly one of a kind now that JR Duty Free at Auckland International Airport offer a personal engraving service.



The JR/Duty Free departures location is the only store in Oceania to have a permanently installed engraving offer for select 750ml and 1L bottles of Blue Label or 750ml bottles of King George V. The process is complimentary and is very simple; taking just a few clicks on a keypad for staff to enter the message, for example, "Happy 50th Birthday Peter" or "Aged to perfection, Happy Birthday Dad" and the machine does the rest.

Kate Gorman, General Manager, from JR/Duty Free says the engraving offer takes customer personalisation to the next level. "It makes what is already a unique whisky truly one of a kind."

712,748

The number of Australian passengers who arrived at Auckland in the 12 months to September 2012.

