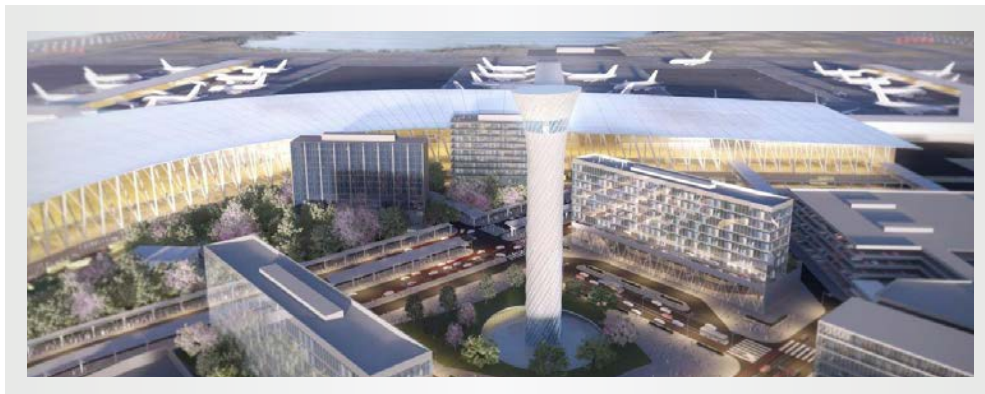


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Keeping you informed | ISSN 1176-9432

Creating the airport of the future



Auckland Airport has released a draft 30-year vision to support the forecast growth in travel, trade and tourism over that time, including a projected increase in the number of passengers using the airport every year from 14.5 million to 40 million.

The draft vision includes developing an integrated terminal for domestic and international passengers, a project that has involved advice from some of the world's leading airport planners and architects and will begin construction some time within the next four to five years.

The previously planned second runway is still required but is not expected to be needed until around 2025.

Based on the principles of efficiency, resilience and flexibility, the draft vision provides for extended aircraft piers, new

hotels and commercial space, as well as allowing for public transport connections.

Overall, it will improve capacity and the passenger experience; empower Auckland to be a hub for Australasia, to and from Asia and the Americas; and create New Zealand's best business location.

The plan is still at the concept stage but was presented to investors last month. The rough cost estimate is \$2.4 billion, although this will change as design and construction work is undertaken.

The *New Zealand Herald* has covered the vision in detail. The stories can be viewed using the following links:

www.nzherald.co.nz/grant-bradley/news/article.cfm?a_id=351&objectid=11150108
www.nzherald.co.nz/grant-bradley/news/article.cfm?a_id=351&objectid=11150348

Highly commended for routes marketing

Auckland Airport has received a highly commended at the World Routes Awards, widely regarded as the industry's most prestigious awards.



Auckland was the only Australasian airport to be shortlisted in the category for airports dealing with between four and 20 million passengers, and it is the fifth year in a row that Auckland has received an award at the World Routes ceremony.

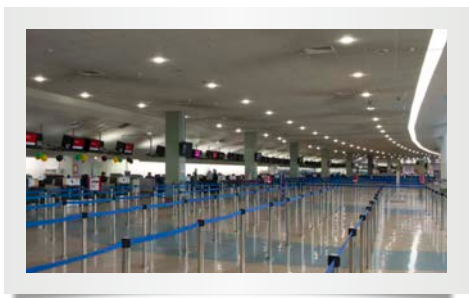
The awards are voted for and judged by the airline network planning community and recognise airports' overall marketing services. The winners were announced at a ceremony at Caesar's Palace Hotel in Las Vegas on October 7.

San Diego International Airport was the winner in the 4 million to 20 million category and Brussels Airport was also highly commended.

The overall winner was Tourism Australia, the first time a tourism authority has taken out the top award.

www.routesonline.com

Energy project makes big savings



New technology now means that the fans in the international terminal's check-in area are quietly helping to save the airport energy, gas and dollars, as well as doing their part for the sustainability strategy.

This is because a recently completed energy

efficiency project saw old, inefficient drives that could only operate either at fully on or fully off replaced with variable speed technology, linked to carbon dioxide sensors, that allows the fans to ramp up or down according to demand.

This provides an opportunity for electrical energy savings when cooling is required and gas savings when heating is required. In fact, the project has already achieved verified electricity savings of 84 per cent and gas savings of 56 per cent for the month of August.

That's a combined monthly energy saving of 62 per cent, 175,000kwh or \$11,000.

Bike park open for visitors



Auckland Airport’s new Runway Mountain Bike Park is now open, offering riders a chance to take a spin on a number of tracks suitable for all ability levels.

The park includes a 5km track designed by Auckland Mountain Bike Club and a fun 50m “pump track” – a circuit of dirt rollers and berms that can be ridden without pedalling.

The park opened on Saturday November 23 and to celebrate representatives from adventure tourism company Natural High were on hand providing the use of a selection of mountain bikes for a gold coin donation.

Auckland Mountain Bike Club members were also on hand to give out riding tips and riders could get an energy boost between rounds via the sausage sizzle.

The bike park is free to the public and is located at the end of Ansett Place behind the Airport Shopping Centre.

<http://aucklandmtb.co.nz>
www.naturalhigh.co.nz

More new languages on FIDs



The Flight Information Display boards (FIDs) at Auckland Airport’s international terminal have already expanded their linguistic repertoire with key flight information now being translated into Japanese, Korean and Bahasa Malaysian, as well as Chinese.

The airport became the first in New Zealand to provide travellers with multi-language information when the boards went live displaying Chinese in October. The latest three languages, from countries representing key traveller markets for New Zealand, were chosen in order to maximise the number of passengers benefiting from this customer experience improvement.

Part of the attraction of Bahasa Malaysian was also the challenge it represented. It is the world’s longest Latin alphabet language, so if the team could succeed with that, then it would be easier to tackle any other language.

The Pacific Island languages of Tongan, Samoan and Fijian are next on the schedule.

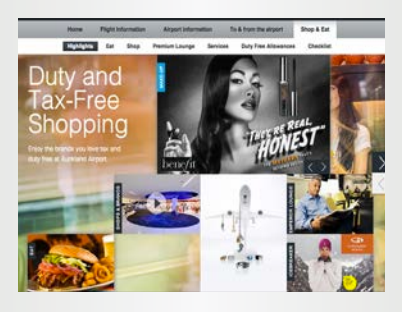
So far, feedback about the multi-lingual flight information has been positive. Passengers have found it easier to get to their gates, which in turn helps facilitate passenger processing.

The multi-lingual FIDs are part of a wider multi-language strategy, which includes multi-lingual audio messaging, translated passenger facilitation messaging and static secondary language signage.

Airport website wins awards

Auckland Airport’s website has won two gongs at the 2013 Sitecore Site of the Year Awards, taking home the prizes for Business Transformation and People’s Choice.

The airport’s general manager retail and commercial, Richard Barker, says the company has been very focused on improving its online experience for travellers and customers, while also developing an online tool that helps retailers market their products.



Richard points out that the improvements to the retail website, which were introduced in May, have helped deliver almost 25,000 customer referrals from the website itself, as well as even more calls and emails. The new retail website also attracted a 400 per cent increase in site visitors.

Sitecore is a global leader in customer experience management software and its Australian and New Zealand awards recognise trans-Tasman excellence when it comes to the delivery of effective, meaningful digital experiences.

“We are delighted to win these two Sitecore Site of the Year Awards, which have confirmed Auckland Airport as a premier shopping destination.”

www.aucklandairport.co.nz



Next batch of interns start work



Class is out for most Manukau Institute of Technology (MIT) students but for 20 of them it's time to head to the airport rather than the beach. That's because they are part of the second intake in an internship programme facilitated by Auckland Airport.

The placements represent an expansion on last year's pilot programme, which placed nine students at airport-based retail outlets for the summer. This year, 14 students have been placed at retailers and six in summer passenger assistance positions with the airport company itself.

This year's interns were selected from the 40 applications lodged after an expo in August where MIT students took a tour of the airport and were introduced to airport retailers.

The internships start this month and will run through to February, although that may not represent the end of the students' experience of working with airport retailers. Five students from the original nine involved in the pilot programme ended up getting permanent jobs at the retailers they interned with.

www.manukau.ac.nz

Daily flights to Kuala Lumpur

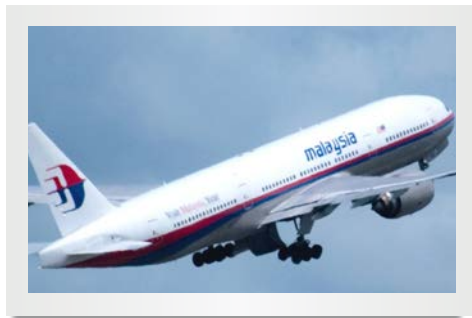
Malaysia Airlines has announced it will begin daily flights between Kuala Lumpur and Auckland on March 30 next year, a decision driven by an increase in demand.

The move will increase the number of flights from the existing six per week, meaning an additional 52 flights each year.

Auckland Airport general manager aeronautical commercial, Glenn Wedlock, says the announcement reflects Malaysia Airlines' success on its Auckland services over the past 12 months.

He adds that, as part of its Ambition 2020 Asia strategy, the airport has been targeting growth in "high opportunity target" markets such as Malaysia and India because of their potential for annual double digit growth.

"The trade relationship between New Zealand and Malaysia is worth around \$3 billion per annum and the number of Kiwi



travellers visiting Malaysia and India in July increased by over 80 per cent when compared to the same period the year before."

Malaysia Airlines is one of the few airlines worldwide to have a 5-star Skytrax rating and offers Kiwi travellers access to more than 60 destinations through its Kuala Lumpur hub.

www.malaysiaairlines.com

Grant-winning charities chosen



Hundreds of charities applied for Auckland Airport's 12 Days of Christmas grants this year and 12 have now been chosen to receive \$10,000 each for their specific projects.

It's the sixth year that the airport has run this initiative and the quality of the applications

increases each time, making the decisions around which applications should be successful even more difficult.

The grants come from Auckland Airport and from the travelling public, who drop their unwanted currency into donation globes around the airport.

Last year's recipients included Assistance Dogs New Zealand Trust, StarJam Charitable Trust, Workbase Education Trust, Dress for Success Auckland, Te Whanau O Waipareira Trust and Surf Life Saving Kariaotahi.

The *New Zealand Herald* will profile one of this year's recipients each day starting on December 11.

Shaky Isles lands at the airport

What was formerly the Café and Bar in the international terminal building is now Shaky Isles, a change that involves more than new branding.

The café has taken over the previous business' existing footprint and has made changes in order to offer a broader all-day menu that includes cooked breakfast and brunch options as well as gourmet pizzas and burgers, all of which sit alongside fresh "grab and go" food including pastries, sandwiches, salads and some phenomenal pies. It is also fully licensed, offering a wide selection of wines, champagne, beer and spirits.

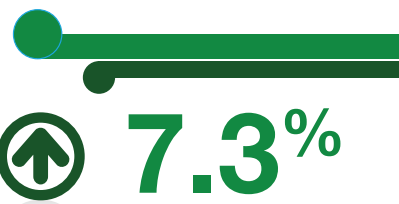


The café is the result of a partnership between Pack & Company and Spotless Group, combining the hospitality knowledge and staffing base of two powerhouse companies.

Auckland Airport's commercial manager retail, Richard Bowker, says it's exciting to be able to bring the best of high street into the airport and it is the first of a number of changes to be made in that specific area of the terminal starting early next year.

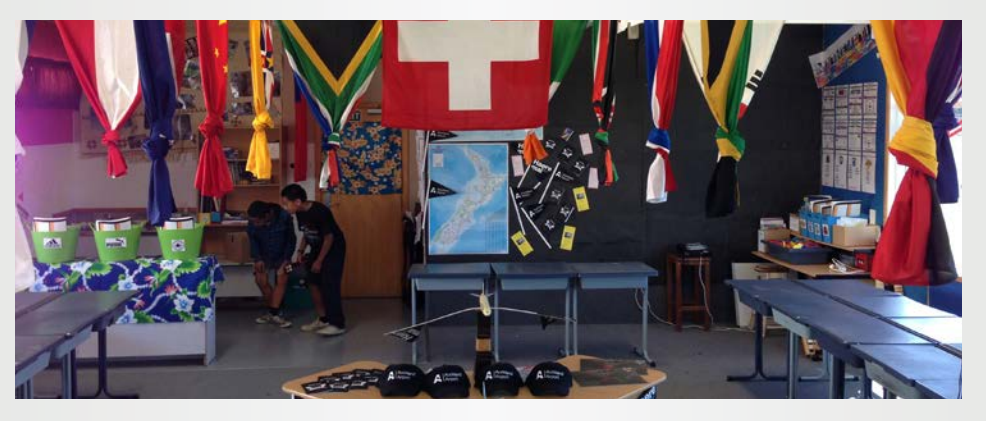
"Shaky Isles is the benchmark for what's to come – creating a taste of New Zealand in a world class environment."

Shaky Isles is located airside in the international terminal and operates seven days a week from before dawn until the last plane leaves.



The increase in domestic passenger volumes in October 2013 when compared to October 2012

Bringing the airport to the classroom



Room 25 at Papatoetoe Intermediate School doesn't look like your average classroom, in fact it looks a lot like Auckland Airport.

It's part of teacher Timo Morisa's efforts to bring the term topic of "travel" to life for his Year 8 students. The transformation includes everything from maps to banners, flags, suitcases, scales, boarding passes and even their very own "passports".

"The whole setup idea came from a memory I had from my primary school where one of my teachers transformed our classroom into a tropical rainforest," Timo says. "I was hoping that having my class as an 'airport' would help to engage them with the idea of travel and encourage them to inquire, investigate and research the topic with confidence and enthusiasm."

Timo contacted Kandee Wright at Auckland Airport, who organised pieces of equipment – some of which is on loan, others that have

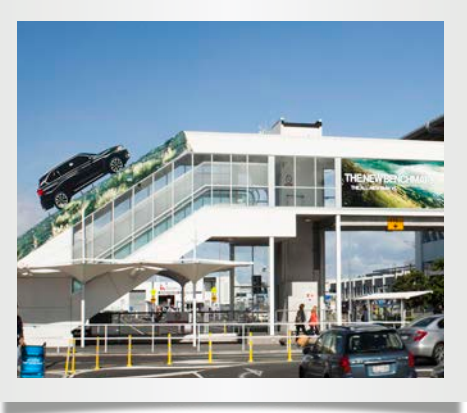
been donated – to help with the plan, including caps, posters, airport flags and brochures, as well as the airport "A" sign and model Air New Zealand and Emirates airplanes.

Right from the beginning Timo says the students have been intrigued by the setup and can't help but stop and stare at the displays when they walk into class. Students and staff from across the school have also popped in just to take a look at it, and it has helped the class win the "Best Classroom – Learning Environment" award for week two of this term.

"My students have absolutely enjoyed our social sciences topic this term and some are even thinking of taking up careers in the travel and tourism industry," Timo says. "The airport is the face of New Zealand and the first impression passengers have of our beautiful country, so I am grateful they gave us the opportunity to do this project."

www.papatoetoeint.school.nz

Innovative advertising at the airport



You may have noticed a couple of cars in unexpected places around Auckland Airport over the past month, but don't be alarmed. Their owners haven't been doing some dodgy parking, it's part of two innovative campaigns devised by oOh! Media.

The first put what appears to be a new model BMW X5 climbing its own "stairway to heaven" – the pedestrian bridge at the airport's business car park. It's actually a very convincing life-sized cutout with internal and external bridge wraps, a media first for the airport.

The Nissan Pathfinder sitting on top of the roundabout at the domestic terminal is not a cutout. It's the first model to be part of a long-term Nissan showcase on the roundabout, seen by many of the 60,000 people that the New Zealand Transport Agency statistics show drive down George Bolt Memorial Drive every day.

oOh! New Zealand general manager, Cameron Taylor, says the sites expose both brands to more potential buyers than anywhere else in New Zealand; Auckland domestic airport has the highest foot traffic in the country, boasting 7 million domestic travellers each year.

In fact, Auckland Airport is one of the busiest places in New Zealand. Aside from international visitors, two out of three New Zealanders and more than eight out of 10 Aucklanders visit Auckland Airport at least once a year, on top of the 12,000 staff that work there every day.

Both installations are set to be in place until the end of January next year.

www.oohmedianz.com

Discounted fares for airport employees

People who work within the airport precinct may now have access to discounted airfares to a number of destinations, thanks to a scheme launched last month by Travel Associates Travel Services (TATS).



From left to right: Gareth Williamson (China Airlines), winner of two Air China tickets to Australia, Peter Rhodes (Pacific Flight Catering) and John Bento (TATS) at the launch of TATS' new discounted fares for airport staff.

As a member of the Independent Retail Travel Network, TATS is offering airfares that are 10 to 30 per cent cheaper than what's available elsewhere, even online, as well as better availability and booking conditions than standard industry fares.

To be eligible you must work at the airport and have a valid airport ID photocard, or a signed letter from your manager and on company letterhead confirming your employment, as well as belong to the TATS club (contact sales@tats.co.nz for special membership offers).

TATS is located at Cargo Central on George Bolt Memorial Drive and the discounted fares have the support of 10 different airlines: Etihad Airways, China Airlines, Singapore Airlines, Air Tahiti Nui, Hawaiian Airlines, Thai Airways, Malaysia Airlines, United Airlines, Cathay Pacific and Lan.

For more information, head to www.tats.co.nz and click on "Airfares Akl airport ID holders", or call 256 7050.

4,771

The number of passengers who arrived at Auckland from Japan in October 2013.

Christmas grants in action



In anticipation of the announcements of the 2013 recipients of Auckland Airport's 12 Days of Christmas grants, we caught up with two of last year's winners – Assistance Dogs New Zealand Trust and StarJam Charitable Trust – to see how they put their \$10,000 to work.

Assistance Dogs New Zealand Trust raises puppies that will act not only as companions, but also in some cases a lifesaver for dozens of New Zealanders with disabilities.

The trust's \$10,000 was used to help raise and train nine Golden Retriever-Labrador Retriever cross puppies, to get them ready to be paired with nine children with disabilities. The puppies celebrated their first birthdays on September 12 and the first four of them are about to start their training.

Trust founder Julie Hancox says the puppies have developed into beautiful dogs with even temperaments and good health, and that is despite their taste for eating foreign objects.

"We want to give a huge thank you to Auckland Airport for their support, something that has enabled our organisation to keep working to provide dogs to children and families that are living with a range of disabilities."



Over the past 10 years StarJam Charitable Trust has empowered around 1,000 Kiwi young people with disabilities, and their audiences, through various performance opportunities nationwide.

The organisation used their \$10,000 to pay for 20 children to take part in two weekly workshops – a dance programme in Manurewa and a drumming workshop in Epsom.

Jade Laughton took part in the workshops and within eight weeks sang a solo in front of around 100 people, complete with microphone and back-up dancers.

"I never thought I would see that coming from a shy girl," Jade's mother Janene says. "StarJam pushed her confidence button and a diva has been released."

Ese Aumalesulu also took part in the workshops and describes it as the best thing that has ever happened to him.

"We know now that we can be as normal as we want to be and that we can achieve anything we want to."

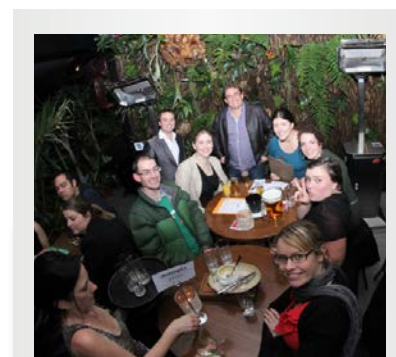
The announcements of this year's 12 Days of Christmas winners will begin in the New Zealand Herald on December 11.

www.assisteddogstrust.org.nz
www.starjam.org

Kiwiana, fun and fundraising

Szimpla Gastrobar was full of happy punters on November 5, but it wasn't all in the name of fun, they were also gathered for a larger cause – raising money for Cure Kids.

It was the second Kiwiana Pub Quiz night held as part of Accor Hotels' long-standing association with Cure Kids, raising thousands of dollars not only through the quiz itself but also through raffles and auctions.



Paul Columbus, general manager of the Novotel Auckland Airport (Accor runs the Novotel and Ibis Budget hotels at the airport), says the company chose Szimpla to organise and host the events because of their ongoing desire to support local businesses ... and because they like the pub.

"It's about getting together and having a bit of fun," Paul says. "It brings the local business community together, so the key priority is to grow the numbers and meet even more people in the area."

So far it has worked superbly. Both events sold out and Szimpla's manager Tash Borland says 90 per cent of the teams were formed of people who work in businesses based in the local area.

In fact, the quiz nights have been so successful that Accor and Szimpla are working on making them a more regular occurrence for 2014. Watch this space for the next date.

www.curekids.org
www.szimpla.co.nz
www.accorhotels.com

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