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Keeping you informed | ISSN 1176-9432

Fostering closer ties to China



A new memorandum of understanding (MOU) signed by Auckland Airport, Tourism New Zealand and China Southern Airlines aims to foster closer ties between China and New Zealand in order to increase international tourism and trade potential for the two countries.

Auckland Airport chief executive Adrian Littlewood says the agreement – alongside China Southern’s Annual Sales Conference – is in line with the airport’s Ambition 2020 goals.

“We realise the significant opportunity for New Zealand tourism in assisting China Southern to grow its service with Auckland, and we are thrilled the airline has reciprocated by pledging its commitment to New Zealand in the form of the MOU agreement.”

The MOU signing ceremony was held in Auckland on the second day of a six-day China Southern Annual Sales Conference for 250 of China’s top travel agents, hosted by China Southern Airlines and Auckland Airport.

The airline’s president and chief executive Tan Wangeng says New Zealand is a key market.

“Since we launched our daily service between Auckland and Guangzhou more than a year ago, we have seen good growth in passenger numbers.

“We believe, with the right local market conditions and support, both countries will benefit should our service expand in the future.”

www.csair.com/en

Full steam ahead at the Landing

It’s all go for the next stage of The Landing in the Auckland Airport Business District.

The current works will open 9.5 hectares of land for warehouse/office development, creating a visually impressive, high quality, yet functional built environment that is appropriate for the airport’s premier production and supply chain precinct.

Contractors Dempsey Woods Civil Limited started the earthworks at the end of Landing Drive in December and they are expected to be completed later in the third quarter of 2013.

The works include roads, footpaths, services and drainage and when finished the project

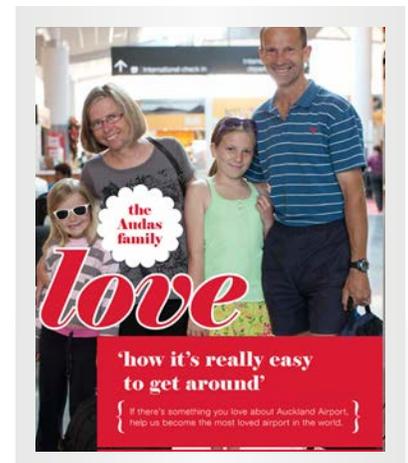


will include extensive landscaping and a water feature.

The quality of this stage of the development is critically important as it sets the standard and reputation of the future developments to follow. Precinct B is part of the 150 hectares of airport-owned land that was rezoned in 2011 for warehouse/office and business use.

What do you love about the airport?

Auckland Airport is consistently named among the most loved airports in the world and we want to stay there. With your help we can.



Voting for the Skytrax World Airport Awards 2013 is now open and it’s the perfect opportunity to share what it is that you love about Auckland Airport and vote for us at the same time.

To kick things off, we went into the terminals and asked travellers what they loved about the airport. Their quotes – and photos – have formed our campaign.

Head to www.betterjourneys.com, vote for us and tell us what you love about the airport.



12 Days of Christmas charities



Katie Julian, one of the volunteers that helps keep Dress For Success in Auckland going.

Auckland Airport made 12 charities very happy just before Christmas when they distributed the \$120,000 in change donated by passengers passing through the airport over the year.

And the winners were:

Leadership New Zealand Trust: A not-for-profit incorporated charity set up by a collective of prominent New Zealand leaders to nurture and develop the next generation of leaders. www.leadershipnz.co.nz

Lifewise: A community and social development organisation building a new childhood facility in west Auckland that will focus on taking in children who are in foster homes. www.lifewise.org.nz

StarJam Charitable Trust: StarJam helps young Kiwis with disabilities discover new talents and conquer their fears through performance, dance and music. www.starjam.org

Workbase Education Trust: Since it started in 1991, Workbase has provided literacy training programmes to more than 150 companies and 6000 individuals throughout New Zealand. www.workbase.org.nz

Allergy New Zealand: A national charity that provides the public with reliable information, education and support around allergies in children. www.allergy.org.nz

Assistance Dogs NZ: This charity raises puppies that will act not only as a companion, but also in some cases a

lifesaver for dozens of New Zealanders with disabilities. www.assisteddogstrust.org.nz

Dress for Success Auckland: This organisation helps women heading back into the workforce who have nothing to wear to a job interview. www.dressforsuccess.org/auckland

Queenstown Memorial Hall Trust: As part of a much-needed \$3.1 million facelift to the beloved local community hall, the \$10,000 grant will fund a high-tech new stage. www.qldc.govt.nz/memorial_hall_upgrade

The National Collective of Independent Women's Refuges: A women's organisation for women and their children, that aims to help prevent and end family violence in New Zealand. www.womensrefuge.org.nz

Te Whanau O Waipareira Trust: This trust has been a one-stop shop for health, education, justice and social services since it opened in 1984 and it gives out food parcels of rice, flour and tinned food to those who need it. www.waipareira.com

Mana Recovery Trust: This trust helps people with mental health disabilities develop the necessary skills to work and live in the community. www.manarecovery.org.nz

Surf Life Saving Kariaotahi: A volunteer-run organisation that provides surf rescue patrols at Kariaotahi Surf Beach, 7km west of Waiuku. www.kariaotahi.org.nz

To find out more about each of these organisations and what they plan to do with their grants, visit www.aucklandairport.co.nz

Domestic terminal staff parking changes from March 1

Parking is nearing capacity at the Domestic Terminal, which means customers are struggling to find a park, especially during peak times. This negatively impacts their experience at the airport and has a flow-on effect into operations.

To ensure our customers have the greatest airport experience, Auckland Airport needs to reallocate the current domestic staff

car park to a public car park to meet the increased demand. Staff currently parking at the Domestic Terminal will be able to park at Auckland Airport's Park & Ride car park from March 1, 2013.

Please visit www.aucklandairport.co.nz/staffparking to download the information booklet for further details, and check back regularly for further updates.

Wide-ranging benefits of internships

For 10 Manukau Institute of Technology (MIT) students, working through their summer holidays wasn't a chore, it was an opportunity.

The students are heading into the final weeks of internships with five Auckland Airport-based businesses and are part of the first intake of a pilot programme aiming to get local people into local jobs.

The programme is facilitated by Auckland Airport as part of their contribution to Auckland Council's Southern Initiative.



JR/Duty Free (NZ) and DFS New Zealand are two of the businesses taking part in the programme and both rate it as an outstanding success.

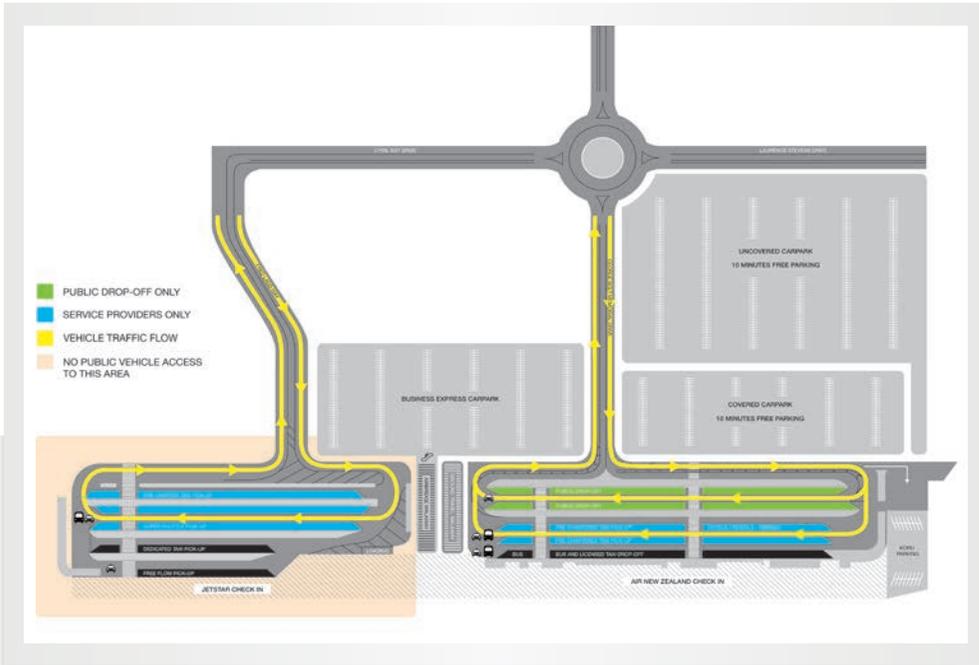
"We talk a lot about localisation at DFS so for us it was a great opportunity to support the local community and be part of the programme," says Glen Norton, assistant general manager operations for DFS. He adds that it provides an avenue to give students exposure and experience in the travel and tourism industry.

JR/Duty Free intern Allistair Bell, 20, says he feels very lucky to step straight into a sought-after position at the airport after completing a Certificate in Travel and Tourism at MIT.

"It's such a wonderful opportunity and I'm so grateful to be here," he says. "I'm doing everything I can to impress."

Charles Spillane, Auckland Airport's general manager of corporate affairs, says placement of 10 students in just the first year shows there is a real appetite for this sort of initiative among employers at the airport and that it shows the potential for growth.

Domestic terminal changes



You may have noticed some changes outside the domestic terminal building at Auckland Airport. It's the first phase of a series of improvements being made in and around the terminal and is aimed at improving the traffic flow outside both terminal buildings.

Work started on January 3 and will change where taxis and shuttles stop, as well as where passengers can be picked up or dropped off by their family and friends. It's expected that the first stage will be completed by the end of March.

In the meantime, there are a few things to be aware of, including changes to where

taxis and shuttles pick up and drop off passengers, and the fact that you can only gain access to the Jetstar side of the terminal via Cyril Kay Drive.

If you're dropping off or picking up family and friends, it's easiest to take advantage of 10 minutes free parking in the nearby carparks.

All changes are well sign-posted and you can check out the new layout on these maps and on the Auckland Airport website. A team of Blue coat volunteers will also be on duty to assist if you need it.

www.aucklandairport.co.nz

Taking a spin for Chinese New Year

To celebrate Chinese New Year and to welcome in the year of the snake – passengers travelling internationally who spend \$100 can try their luck on the Spin & Win wheel in the departures area of the international terminal building.

There are great prizes up for grabs including Chinese New Year shopping vouchers redeemable at all Auckland Airport international terminal retailers (terms and conditions apply).



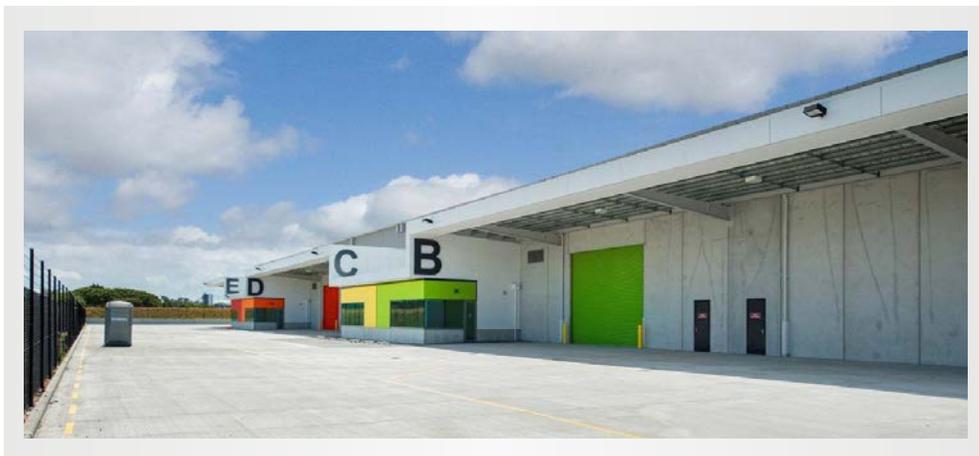
The wheel will be open every day from February 5 to 25, from 4.30pm to 10.30pm.

The promotion will be supported by Mandarin speaking promotional girls and will also include free gift wrapping.

A Mandarin brochure highlighting deals for the Chinese community will be distributed on inbound New Zealand flights as well as locally.

Keep an eye out for promotional material throughout the international terminal building.

Flexible leasing opportunity



The latest new property development in the Auckland Airport Business District is now leasing, offering up to 10 businesses the opportunity to be located in a rapidly growing commercial hub.

The FLEX multi-unit industrial development was completed late last year and is in the Cargo North precinct of the business district. It includes units from 700m² to 1,900m² in size with a low office ratio, as well as ample yards for devanning containers.

Designed with operational needs in mind, the warehouse space can be configured to meet each business' needs and then easily re-configured as it evolves, making it appropriate for a wide range of businesses.

For further details, contact Sean Leonard on (09) 255 9230 or by emailing sean.leonard@aucklandairport.co.nz



 **28.2%**

The increase in the number of international aircraft movements at Queenstown Airport in November 2012 when compared to November 2011.

Keeping Auckland Airport safe



The decorations are down once more, summer is here and your Airport Police look forward to 2013 and the challenges that it brings.

Airport Policing is multi-faceted and, as with any law enforcement team, you truly never know what lurks around the next corner. While crime is low our demands for service are significant. Within these demands we find information, which in turn becomes intelligence. Ultimately the success of any law enforcement team relies on the quality of the intelligence that it has to work with.

Reaching out to our immediate community is one of the keys to our continuing success. In an era when government organisations are measured on statistical data we can still proudly claim one of the lowest crime rates in New Zealand and without a doubt one of the reasons for this is the strength of the relationships with our government peers and our airport partners, as well as the constant flow of information.

Many of our crime-related success stories from 2012 came from Crimestoppers calls

(0800 555 111) and we encourage you to keep using this wonderful, anonymous service.

Another way we can reach our business community is via presentations. For example, we actively work with the Auckland Chamber of Commerce and offer crime prevention advice at all levels (right up to full CPTED – Crime Prevention Through Environmental Design – appraisals for new construction projects).

Our roads are safer. As a result of a huge focus on road policing prior to Christmas our staff carried out thousands of vehicle checks, checks that revealed motorists who were either disqualified, wanted or were simply driving defective, and potentially deadly, vehicles. These checks will continue.

You can help us prevent crashes by observing the local speed limits, remaining focused on the road conditions and above all being patient. Please report incidents of poor driving. Often motorists get away with inferior driving skills for years until the inevitable happens.

On a lighter note, the Aviation Security Service recently challenged the Airport Police to an 11-aside football match, with proceeds going to Cancer Research. It was a great day, brilliantly organised and further cemented the relationship between the two agencies. Word has spread quickly and other organisations are forming teams – this could be the start of something big. If you see people in uniform hobbling around the airport, it's likely that they were playing!

And the score? Airport Police 7, Aviation Security Service 2.

Well done to lucky survey winners

More than 300 people responded to the Auckland Transport Airport Travel Plan Survey sent out before Christmas, and five lucky respondents have won prizes.

Alex Bush, Tuivale Laumanu and Chris Blair each won a \$20 iTunes voucher, while Sarel Bloem and Kristina Pennell took home a double movie pass each.



Auckland Transport is now analysing the survey responses, and the findings will help Auckland Airport plan for more sustainable travel-to-work options in the future.

Auckland Airport sustainability and environmental manager, Martin Fryer, says it's important to find out how people get to and from work, and the potential barriers to them adopting more sustainable options.

"It will enable us to plan transport options for the future that will reduce single occupancy vehicles, traffic congestion on airport roads, fuel use and air pollution. I'd like to thank all those who responded to the survey, and congratulations to the winners!"

Keep an eye out for more detailed results from the survey at www.aucklandairport.co.nz

Filling the gap

There's no longer any need for travellers, their friends and family, or airport staff to stop off at the local dairy to pick up any necessities, they can now head instead to the airport's first 24/7 convenience store.

The store has taken over the old Carri-On space in the international arrivals hall and offers a selection of personal care products as well as a good range of daily staples such as bread, milk, fresh fruit, ready to go meals, and little treats to soothe that sweet tooth.

Convenience 24/7 fills the gap for employees looking for convenient, ready to go foods, especially those working shifts.



It will also soon provide a range of heat and eat options, and store owner Yoon Joo Song is happy to take suggestions on any other convenience products you would like to see in store.

20,763

The number of arrivals from China at Auckland Airport in November 2012.

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Top 10 Airport 2011 · 2010 · 2009