



IN THIS ISSUE

- ▶ Airport of the future
- ▶ Auckland best in Australia Pacific
- ▶ Auckland Airport scholarship fund
- ▶ Capital return cleared for takeoff
- ▶ Airport helps make Children's Day

Keeping you informed | ISSN 1176-9432

Airport of the future

Our vision for the next 30 years

Auckland Airport is destined to grow quickly.

We want to enhance our welcoming, efficient and convenient airport as we cater for the significant increase in passenger numbers and flights.

We are embarking on a 30 year vision that will see the development of the airport as a key hub for travel in Australasia and the Pacific Rim.

We are about to design and construct the staged development of a new terminal and runway as well as improved transport connections to and from the airport.

It is an exciting programme and we are committed to creating an airport of the future that Aucklanders and New Zealanders can be proud of.



new combined domestic and international terminal



New Zealand themed



more than 27,000 new jobs created over 30 years



flights double to 260,000 a year in 2044



second runway by 2025



land for rapid transit network and station



passengers triple to 40 million in 2044



extended second runway in 30+ years



new recreational facilities



better roading network and public transport



connecting us to Australia, Asia and the Americas



new hotels, shops and offices

Fly through the airport of the future at airportofthefuture.co.nz

Auckland best in Australia/Pacific



Cambell Jensen (left), travelled to Barcelona to accept the award on behalf of Auckland Airport.

Auckland Airport has been named Best Airport in Australia/Pacific for the sixth year in a row at the SKYTRAX World Airport Awards.

The title was one part of a very successful night for the airport, with Auckland also taking out the Best Airport Staff Service in Australia/Pacific for the third year running, being named second best airport for its size (10-20 million passengers) and 11th best airport in the world.

The SKYTRAX awards are the industry's most extensive and credible air traveller-based awards, involving a nine-month survey of 12 million airport customers from more than 100 different nationalities.

Auckland Airport chief executive Adrian Littlewood says the airport is incredibly proud to be recognised on the global stage and made particular mention of the staff service award.

"The airport really is a collective effort – from cleaners to Customs, airlines to Aviation Security, border agencies to baggage handlers. Delivering world-class customer service requires everyone to play their part and I would like to personally thank the entire airport community for their tireless dedication to ensuring our passengers have the best possible experience."

The awards were announced at a ceremony in Barcelona on March 26. The full list of winners is available online at worldairports.com

Capital return cleared for takeoff

Auckland Airport shareholders will get to share in the airport's success through a capital return of approximately \$454 million this month.

The airport's general manager for corporate affairs, Charles Spillane, says the capital return is a reward for shareholders and a way of improving the company's funding balance of equity and debt.



"The capital return results in a more efficient balance sheet and helps the company deliver on its vision to be a great New Zealand business that is a world leader in creating value from modern airports.

"The capital return is also a component of the company's strategy to be fast, efficient and effective."

Shareholders and the High Court have both approved the move, clearing the way for it to take place on April 7.

On that date one in every 10 shares held by each shareholder will be cancelled in the capital return, with shareholders receiving NZ\$3.43 on April 14 for each share cancelled.

Auckland Airport scholarship fund

School-leavers at Aorere College will soon have access to a scholarship fund thanks to Auckland Airport.

The fund will be financed by the sale of an artwork that was, until recently, displayed at the international terminal. Titled 'Prelude to a Journey' and created by Pat Hanly, the artwork (pictured) has an expected sale price of between \$70,000 and \$90,000.

The scholarship fund will finance the Auckland Airport Scholarship Award, which will be presented annually to a school leaver from Aorere College. The award will go towards covering the cost of the successful recipient's first year of tertiary study, and the recipient will also be offered work experience opportunities at the airport during the course of their study.

Charles Spillane, Auckland Airport's general manager corporate affairs, says the idea for the scholarship fund came from a desire to see the proceeds of the auction go towards an initiative that will make a real difference to the local community.

"When the decision was made to remove this final work, we immediately resolved to sell it and donate the proceeds to a worthy



recipient," Charles says. "Aorere College was an obvious choice for us as they are one of our closest school neighbours and we have a long-standing relationship with them."

The school's principal, Patrick Drumm, says the scholarship award will provide an opportunity for students who may otherwise have found it difficult to access tertiary level study.

"Put simply, this support has the potential to change the lives of our students. Aorere College is grateful for the significant investment Auckland Airport is making to the future of our young people."

www.aorere.ac.nz



The increase in the number of monthly visitor arrivals from Australia at Auckland Airport in February 2014 when compared to February 2013.

Airport helps make Children's Day



A group of children got to take a trip of a lifetime in March, without even leaving the ground.

The children and their families were each nominated by one of four charities – Ronald McDonald House Auckland, Kidney Kids, Cure Kids and Kidz First – and were driven in style to Auckland Airport for a behind-the-scenes adventure.

As the sponsorship partner for the event, Auckland Airport gave the children a Marae welcome, a demonstration from NZ Customs Detector Dogs, a taste of airside action with the Airport Emergency Services and a look through the Travel Careers and Training simulator.

The group was also treated to a demonstration by young gymnast Katherine Paton. The recipient of a kidney transplant in 2008, Katherine came third in the

New Zealand Nationals and had recently returned from competing in the United States.

Corporate Cabs drivers came up with the idea for the fun day – which was appropriately enough held on Children's Day – and 25 drivers and other volunteers collectively donated 150 hours of their time to help make it happen.

Auckland Airport's general manager corporate affairs, Charles Spillane, says the fun day has become a special event for the airport and he is delighted it has become an annual fixture.

"We are lucky here at the airport that there is always a lot going on and so much to see, so we could make this a great day to remember for the kids and their families," he says.

www.corporatecabs.co.nz

Recognising retail excellence

Retail businesses based at Auckland Airport have been acknowledged for outstanding performance at the airport's fourth annual Retail Excellence Awards.

This year saw 12 awards presented, recognising outstanding team players, exceptional performance and great customer service at businesses based at the airport.

The major award of the night, 2013 Retailer of the Year, was won by Icebreaker. Based at the international terminal since 2010, Icebreaker has become the brand's number one seller globally, outselling high profile stores in New York.

Icebreaker Auckland Airport is operated by Kiwi Discovery, which also owns and manages several specialist food and beverage stores at the airport. As its prize, Kiwi Discovery receives \$50,000 worth of marketing, research and training support.

Richard Barker, Auckland Airport's general manager retail, says that during 2013 Icebreaker demonstrated exceptional customer experience and sales and brand awareness, as well as actively



Auckland Airport chief executive, Adrian Littlewood with Kiwi Discovery's managing director, Yong Chan Lee.

and enthusiastically participating in both marketing and retail excellence initiatives.

Richard points out that the Retail Excellence Awards are important because they acknowledge the pivotal role that airport retailers play in the perceptions of visitors, not only for the airport, but also the city and country.

"Auckland Airport has been voted best airport in the Australia/Pacific region for six successive years and we must acknowledge the role the retailers play in helping to maintain this position."

Auckland forges closer ties with Mumbai

Auckland Airport has a new sister ... of sorts. The airport has signed a Memorandum of Understanding with Mumbai Airport that forms an "airport sistership", which aims to increase international air links and tourism between and beyond both airports' respective countries.

Glenn Wedlock, Auckland Airport's general manager aeronautical commercial, says the relationship is important because India is a key market for New Zealand as well as a key focus for Tourism New Zealand over the next three years.



New Zealand has seen more than 31,250 Indian visitor arrivals over the past 12 months, 80 per cent of which came through Auckland Airport.

The airport's Ambition 2020 strategy also identifies the Indian market as a huge growth opportunity, targeting 69,000 Indian arrivals by the year 2020.

"Within India, Mumbai is a key market for New Zealand," Glenn says. "We believe this sister airport relationship with Mumbai International Airport will facilitate further traffic growth between the two key hubs through joint ventures."

Vice president aero marketing from GVK Mumbai International Airport, Naveen Chawla, says airports worldwide are seeing the benefits of closer ties through "sister" agreements.

"The sister airport partnership between these two major gateways [Auckland and Mumbai] will also bring in best practices to improve services offered to passengers, airlines and all other stakeholders."

www.csia.in

State-of-the-art fire engines unveiled



Auckland Airports Emergency Service (AES) now has access to some of the most sophisticated firefighting vehicles on the market today with the unveiling of four Rosenbauer Panthers.

The vehicles have been specifically designed to cater for the full fleet serving Auckland, including the increasing number of A380s that fly in and out of the airport.

The purchase represents a \$5.3 million investment in ensuring that AES is providing the best emergency response possible.

“The prime focus of our Emergency Services team is to save lives,” says Judy Nicholl, Auckland Airport’s general manager aeronautical operations.

“These new Panthers mean our team has

the best equipment that is out there today, maximising our ability to save lives in an aviation rescue operation.”

The Rosenbauer Panthers have state-of-the-art technology including engine and pump monitoring systems, CCTV, thermal imaging cameras and extinguishing systems. They are also the first firefighting vehicles of their size to comply with the environmental standard Euro 5.

The Panthers have an operational lifespan of 15 to 20 years.

The unveiling ceremony was held in March and each of the four vehicles was blessed and gifted with a Maori ancestral name – Oruarangi, Waitomokia, Wairere and Waikohu.

The airport lands at Polyfest

Thousands of ASB Polyfest visitors also got a taste of Auckland Airport in March at its “departure lounge” stall.

It was the first time the airport had taken a stall at what has become the largest Polynesian festival in the world and the airport’s manager corporate affairs, Charles Spillane, says the response was fantastic.

“We wanted to show that the airport is growing and that it will be a place that offers great job opportunities for the future.”



As part of the stall, the airport ran a competition – with a boarding pass as an entry form – that asked visitors two questions: how many passengers will go through the airport in 30 years’ time and when did the airport open? The prize was an iPad and 1800 people entered.

Unfortunately an unwelcome gatecrasher – cyclone Lusi – meant the airport team had to pack up their stall a day early, but Charles says they are keen to be back next year.

Oh, and in case you are interested, the answers to those competition questions are 40 million and 1965.

www.asbpolyfest.co.nz

Food goes to families in need



Wishbone at Auckland Airport’s domestic terminal is now part of the South Auckland Christian Foodbank’s Food Save service, helping to feed families in need.

The foodbank was a recipient of the airport’s 12 Days of Christmas funding last year, enabling them to expand the Food Save service, which works with various food retailers and food outlets to distribute their unsold food rather than throwing it out.

Not only does it fill a social need, but it also has an environmental benefit in lowering the amount of waste going to landfill.

Wishbone officially started with the programme on March 25 and the foodbank’s CEO and trustee Ian Scott is happy with the results.

“The first day from Wishbone was very worthwhile with two large boxes of food being distributed to families in South Auckland. Thanks Auckland Airport for making this become a reality and we are looking forward to extending this to many other food outlets in the future.”

www.sacfb.org.nz
www.wishbone.co.nz



↑ 20.1%

The increase in the number of passengers arriving at Auckland from the United States in February 2014 when compared to February 2013.

Travelling with kids made easier



For a lot of families, the school holidays mean heading off for a family holiday and the first stop is often Auckland Airport.

Taking your children on a trip is always exciting but it can also be stressful, which is why the airport has a range of events and facilities that can help keep little minds busy and happy.

Activities such as face-painting and a colouring competition will be available in the terminals from 11am until 6pm Thursdays to Sundays during the holidays (Friday April 18 until Sunday May 4), as well as a Shop & Win lucky dip in the domestic terminal that offers a prize pool of \$20,000.

If you book your parking at Auckland Airport online you can choose an activity pack

add-on, which gives you games, puzzles and a 12-page colouring book with colouring pencils to keep your children entertained while you wait at the airport or during your flight.

Keep an eye out for the family lanes at immigration and customs, part of a trial by the airport's boarder security partners, and remember that we allow bottles of up to 100ml in carry-on luggage.

Finally, don't forget the wide selection of toys and games available in some of the shops in the airport departures area.

There will be a range of tips for travelling with children on the airport website and we'd also love to hear feedback about your airport experience these school holidays.

Capturing special moments

Auckland Airport has always been a place of welcome and farewell for any number of people and now some of those moments are being captured for everyone to see as part of the airport's "Moments" campaign.

Launched at the end of January, the campaign asks members of the public to capture their moments of hello or goodbye with their family, loved ones, friends or associates on camera or video and then load them up to the Auckland Airport Moments website.



The public can then vote for their favourite moment, which can then go on to win one of a number of cash travel budgets to help reunite them with someone special around the world.

The campaign has already made Christopher Peaufa and Rowan Bilkey two very happy men. Chris' photo of farewelling his Nan as she left for Niue and Rowan's video of welcoming his family home from Australia won them each \$5,000 worth of travel.

There is still one more monthly \$5,000 travel prize up for grabs, plus all entered photos or videos go in the draw for a House of Travel travel voucher worth \$10,000, and anyone who "likes" one of the entries also goes in the draw for one of five travel vouchers worth \$500 each.

The aim of the campaign is to encourage people to come to the airport to say goodbye or hello, and a few passengers have already been surprised, having not expected the welcome they received.

The campaign runs until April 22 and you can enter or like an entry at www.aucklandairport.co.nz/moments

The Footy Field open for bookings



Get ready for a bit of after work football action now that Auckland Airport's "Footy Field" is open.

Already the regular training ground for the Auckland Airport Air Whites on Tuesday nights, the full-size football field is perfect for staff boot camps, casual soccer, touch and other sporting matches or tournaments.

By the time daylight savings returns in September, the airport is hoping to have organised summer touch and seven-a-side soccer competitions.

The Footy Field is one of The District at Auckland Airport's (The District) transformation projects developed to benefit those who already work in The District and serve as an attractive bonus for anyone considering locating there.

Auckland Airport's acting general manager property, Ian Passau, points out that the world's best office parks provide these sorts of facilities and that's what The District is aiming for.

"A good Auckland comparison is Victoria Park or the Auckland Domain; look how successful those are for after work sporting events and exercise," Ian says.

Use of the Footy Field is free for anyone who works in The District at Auckland Airport. Bookings should be directed to Paul Vaughan at paul.vaughan@aucklandairport.co.nz

You can find further information on The District at Auckland Airport's Facebook page.

Auckland International Airport Limited

PO Box 73020, Auckland Airport, Manukau 2150, New Zealand
Phone: +64 9 275 0789 or 0800 247 767 (calls within New Zealand only)

tellus@aucklandairport.co.nz

www.aucklandairport.co.nz



Auckland Airport

Top 10 Airport 2011 · 2010 · 2009