



Auckland  
Airport

- ▶ Auckland Airport scoops major airport award
- ▶ Time to build a bigger trophy cupboard
- ▶ New Auckland – Shanghai service is great news
- ▶ Two major airlines plan to join forces
- ▶ Environmental and social responsibility flourishes
- ▶ Live music delights District locals



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## Auckland Airport scoops major airport award

Auckland Airport has been named Best Airport in Australia / Pacific for the seventh year running at the 2015 SKYTRAX World Airport Awards.

Held in Paris, France, at the Passenger Terminal Expo centre, the Awards are the industry's most extensive and credible air-traveller based awards. The comprehensive survey runs over nine months and involves 550 airports, 13 million airport customers and 112 different nationalities.

Auckland Airport was also voted the 3rd Best Airport worldwide in the 10-20 million passengers category and 15th Best Airport in the world overall.

Adrian Littlewood, Auckland Airport's chief executive, said Auckland Airport is honoured to, once again, be selected as one of the world's best airports.



Judy Nicholl, Auckland Airport's general manager aeronautical operations and Edward Plaisted, SKYTRAX's chief executive

"Our success is very much due to the efforts of many thousands of workers, as well as companies and border agencies, at the airport and their commitment to making passengers' journeys better."

"We will continue to work together to provide a quality travel experience at the same time as we experience significant increases in the number of passengers and aircraft using the airport. The 30-year vision for the 'airport of the future' that

we announced last year ensures we have the long-term vision to manage such growth."

Edward Plaisted, SKYTRAX's chief executive, says "Auckland Airport continues to dominate the Best Airport in Australia / Pacific category and to secure the award for a seventh consecutive year is an unprecedented achievement. This was supported by a strong performance on the global stage with Auckland achieving third place in the Best Airport 10-20 million passengers category."

The full list of the winners of the 2015 SKYTRAX World Airport Awards is available online at [www.worldairportawards.com](http://www.worldairportawards.com)

Web: [www.aucklandairport.co.nz](http://www.aucklandairport.co.nz)

# 36,000

**more international passengers through Auckland Airport in February 2015 compared to February 2014.**

## Time to build a bigger trophy cupboard

There was plenty to celebrate last month. In addition to being recognised as the Best Airport in Australia / Pacific at the SKYTRAX awards and achieving Gold status with Earthcheck, Auckland Airport also took out the 'Airports under 20 million passengers' category at another prestigious industry awards event, this time for efforts in marketing.

The annual Routes Asia 2015 Airline Marketing Awards are highly regarded within the industry, being voted for and judged by airline and industry experts. They provide the airline community with an opportunity to voice their opinion on which airport or tourism authority they believe provides the best overall marketing services.

Jason Delamore, Auckland Airport's general manager marketing, said it is an honour to receive this award from airlines recognising Auckland Airport as a leader in this area.

"We are continuously looking to help drive New Zealand tourism through highly targeted and innovative marketing initiatives, with a broad set of partners. Recently we have been focussed on delivering the 'Four Seasons, Five Senses' marketing project, a project jointly funded by Auckland Airport and the Ministry of Business, Innovation, and Employment."

The 'Four Seasons, Five Senses' initiative aims to drive tourism growth from the Guangdong province in China by promoting unique and iconic activities that New Zealand offers across the seasons. These activities engage the five senses of travellers, focusing on high quality food and wine, cultural and adventure experiences. One objective of the campaign is to develop a model that can be replicated across China and other geographies as demand and air connectivity grow.

Norris Carter, Auckland Airport's general manager aeronautical commercial accepted the award in person at the event in Kunming China, on behalf of the Airport and commented that air service development brings strong economic benefits to New Zealand.

"The average spend per visit by international visitors was \$2,900 for the year ended Decem-

ber 2014. So, one international wide body service carrying 300 passengers, half of which are tourists, has an approximate spend of \$435,000. This means a daily service is worth around \$158 million per year to the New Zealand economy."

"Successful airline marketing partnerships are imperative to air service development. We strongly believe that by working closely with our airline and industry partners, we can capitalise on market opportunities and continue to grow the New Zealand tourism industry."

For more information about these awards please visit [www.routesonline.com](http://www.routesonline.com)

Web: [www.aucklandairport.co.nz](http://www.aucklandairport.co.nz)



## New Auckland – Shanghai service is great news

China Eastern Airlines has announced plans to offer a new four-weekly year-round service on the Auckland - Shanghai route.

Following the success of the airlines summer service on the Auckland – Shanghai route, China Eastern Airlines has announced that from September 2015 it will offer a four-weekly year-round service on this route.

Norris Carter, Auckland Airport's general manager aeronautical commercial says this is great news for the New Zealand economy.

"The new service will add an additional 100,000 seats per year to this route, contributing an estimated \$122 million to the New Zealand economy."

"China is now New Zealand's second largest tourism market, with overall Chinese passenger arrivals increasing by 14.1 between 2013 and 2014," continues Norris. "As well as this, the growth in quality Free Independent Travellers and group tours travelling direct from China to New Zealand, has seen Chinese spend in New Zealand grow to \$4,100 per visitor."



"Expanding the service to year-round opens up new travel market opportunities from mainland China via Shanghai, for tourists seeking premium travel experiences in New Zealand and aligns strongly with our 'Four Seasons, Five Senses' project, which is jointly funded by Auckland Airport and the Ministry of Business, Innovation, and Employment."

Kathy Zhang, general manager Oceania for China Eastern Airlines, says that New Zealand is continuing to evolve as a popular destination for Chinese travellers.

"We are excited to further grow our relationships in New Zealand and look forward to continued strong demand in this market."

Web: [www.aucklandairport.co.nz](http://www.aucklandairport.co.nz)

## Two major airlines plan to join forces

Air New Zealand and Air China have announced they plan on joining forces to provide a daily Auckland – Beijing service.

As visitor numbers from China continue to rise, major airlines Air New Zealand and Air China have announced plans to introduce a daily service between Beijing and Auckland. The increased capacity is estimated to contribute \$200 million in tourism spend to the New Zealand economy.

Norris Carter, Auckland Airport's general manager aeronautical commercial welcomes the news.

"This proposed alliance, which is subject to regulatory approvals, is great news for the New Zealand tourism industry as it will bring substantial capacity growth and improved connectivity with China. As well as this, the service will connect New Zealand directly with China's capital city, providing important new government links."

"We have been working with both carriers to support the launch and we look forward to continuing to assist with its development."

Web: [www.aucklandairport.co.nz](http://www.aucklandairport.co.nz)

## Environmental and social responsibility flourishes

Auckland Airport has achieved a Gold certification under the Earthcheck Sustainable Tourism standard, only the second airport in the world to do so.

Earthcheck helps businesses, communities and governments enhance the environmental, economic and social sustainability of tourism initiatives. Auckland Airport signed up for the programme in 2009 and Gold certification was achieved after five years of submitting benchmarking data and five annual external audits to verify performance improvements.



Martin Fryer, Auckland Airport's sustainability and environmental manager, says that the Gold certification is a huge step in the right direction.

"It's a recognition that the whole business can be proud of as it covers our environmental and social performance and re-confirms our ongoing commitment to achieving sustainable airport operations."

The next Earthcheck challenge will be reaching Platinum certification in 2020.

Auckland Airport's carbon footprint for the past three years has also been verified and assured under the Carbon Emissions Management and Reduction Scheme (CEMARS). The corporate target for energy, water and waste is a reduction of 20% by 2020 on a per passenger basis.

Using 2012 as the base year, results confirm that energy per passenger has come down 13%, water by 8% and waste by a whopping 20% over the past two years.

"These results clearly highlight the positive impact the Airport's energy, water and waste minimisation teams are having on our environmental footprint, operational efficiency, corporate reputation and bottom line," finishes Martin.

## Live music delights District locals

Staff at The District were treated to a free live music event on Friday 6 March outside the award winning Te Kaitaka building.

Curious workers were coaxed out of their offices by laid-back summer tunes performed by Sola Rosa frontman Sam Allen and fellow musician Manz Martell.

Giveaways by Tip Top and V energy were enjoyed by all, despite a few dubious rain clouds rolling in and threatening the gig.

Auckland Airport's property team were on-site mingling and finding out what District locals would like to see more of in the area. The event also provided insight into how the current amenities are being used, with the football field, outdoor gallery and mountain bike track proving popular amongst most people surveyed.

The survey results highlighted that people are eager to see further free events, including concerts, markets and food trucks. Auckland Airport's Property team has taken this feedback onboard and are busily planning the next event. To get involved or suggest an event, join The District Facebook

page and find out about upcoming events by signing up to The District e-newsletter at [www.aucklandairport.co.nz/property/events](http://www.aucklandairport.co.nz/property/events).



Former Sola Rosa frontman Sam Allen and musician Manz Martell



## Travellers enjoy a slice of local culture

Travellers enjoyed inspiring cultural performances last month, from a local intermediate school, as part of the Airport's Community Performance Programme.

On Wednesday 25 March, a diversity group from Sir Douglas Bader Intermediate School performed to the travelling public in the departures area of the international terminal. Performances included traditional Tongan dance, kapa haka and choir. Performances were organised to coincide with busy times at the international terminal, maximising exposure for both travellers and performers.

Over 30 multicultural students aged between 10-13 years old participated. The groups were dressed in traditional costume and delivered powerful performances that were enjoyed by both staff and travellers. Many of the international travellers were so impressed that the students were asked for photos following their performance.

A reasonably new initiative, the Community Performance Programme started last year to

provide local groups with an opportunity to showcase their talent.

Auckland Airport's general manager of corporate affairs, Charles Spillane, says the programme is aimed at helping to showcase local talent.

"We are proud to be part of a local community that has an abundance of talented, vibrant and creative individuals. It is great to be able to showcase their talents to visitors to the Airport and also provide the groups with the opportunity to perform to a live audience."

Performances can be viewed online at <https://www.youtube.com/watch?v=NwAf0yHAPE8>



Tongan dance group from Sir Douglas Bader Intermediate

## Have you got what it takes?

Auckland Airport Emergency Services (AES) open day last month proved hugely popular with the general public and also was a great way to put potential new recruits through their paces.

AES is a department of Auckland Airport and employs approximately 50 fire-fighters to provide rescue and fire-fighting coverage and first response to any marine or medical emergencies that occur within the vicinity of the Airport.

The open day was an opportunity for AES to educate the general public about the demands of the job but also gave potential recruits a chance to experience what it takes to be part of the force.

Attendees were encouraged to challenge themselves to exercises including a fitness test, fire hose-reel extension, simulated ladder extension, stair climb, carrying two 25kg foam drums a distance of 50 metres, crawling through a confined tunnel, hitting a rubber tyre with a sledgehammer 30 times

and dragging an 80kg weighted sled a distance of 30m, all done in fire-fighting breathing apparatus.

There was also the opportunity to take a peek inside the sophisticated Rosenbauer Panther fire-fighting vehicles and Griffon 2000TD hovercraft. Also on display was the new rescue boat, an 11 metre Icon Brands monohull.

Auckland Airport deputy crew chief, Neil Swailes, commented that while the open day was about educating the general public about the job requirements, it proved a great way to meet potential new recruits and test their fitness.

"It was great to see such a diverse group of candidates from the very experienced to the completely inexperienced, male and female, and from such a wide range of backgrounds, express their interest in joining AES."

AES is currently hiring and applications close on 13 April. If you think you have what it takes click on the link below.

<https://aucklandairport.careercentre.net.nz/Job/Airport-Emergency-Services-2015/Auckland-Airport-AES-Fire-Station/23>

## 40 year celebration for Polyfest

Polyfest celebrated its 40th birthday last month at the Manukau Sports Bowl and attracted a staggering 90,000 spectators over four days.

Forty years ago the festival was known as the Auckland Secondary Schools Maori and Pacific Islands Cultural Festival. Polyfest as it is now known has grown to a six host school model and this year saw 214 performance groups from 64 secondary schools compete on the festival's six stages, performing speeches, kapa haka and traditional Pacific dance.

Festivities were set in motion with a flag-raising ceremony, followed by a moving Powhiri by the Tainui and Pacific Island hosts. Special guests at the Powhiri included Mayor Len Brown and Peseta Sam Lotu-liga, Minister for Pacific Peoples.

The Auckland Airport stand showcased job and career opportunities available at the Airport and volunteers handed out information booklets and vouchers for airport retailers and businesses.

Katie Moore, Auckland Airport's community and media relations manager, was thrilled with the opportunity to show the Airport's support.

"Polyfest is a fantastic cultural event. With so many local Pacific Island communities around the Airport it is a great way to stay connected."

Reflecting on the festival's 40th anniversary, Polyfest event director, Theresa Howard said it has been great to see the festival grow.

Further information and results can be found <http://www.asbpolyfest.com/>

# 84.7%

**Increase in Chinese visitor arrivals to Auckland Airport in February 2015 compared to the same month last year. Increase driven by the later timing of Chinese New Year and increases in seat capacity.**

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# Auckland Airport

Best Airport in Australia Pacific 2009 – 2015