

# Crisis Management Plan

## Information Booklet:

### Primary, Alternate & Member

Print Date: 11.11.15

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## Call Out Procedure

The first contact to trigger a Crisis *Response* will be made by the Shift Manager at the AIAL Operation Centre via a Data Squirt message to the **Primary and Alternative** members of the Crisis Management Teams only.

Thereafter, the Primary Leader of the Crisis Management Team will declare the Crisis and instruct a Command Centre to be opened. A further Data Squirt message will be sent to members of the relevant teams that will manage the crisis. This will include a CMT Team and an EOC, but may not include the BRT or any other teams.

**An example is:**

MAX 160 characters

**example:** Airport Crisis - major fire at ITB with casualties

call 08 30 33 and input PIN 649 819

from overseas +64 83 08 30 33

put phone on MUTE & know how to unmute (=156 chs)

The Primary or Alternative member will then issue notifications and instructions to their team members via their own means. Primary or Alternative members should have those members programmed into their phone.

**Primary and Alternate Members must then call the CMT Activation Conference Call Number**

**Other Members may also be notified by the Primary or Alternate Member to all call the CMT Activation Conference Call Number**

Conference call number	08 30 33
Guest PIN	649 819
From outside New Zealand	+64 83 08 30 33

## Pack Contents

- A4 Information Booklet
- Staff Access Card
- Contact Lists
- Plastic Wallet Card with QR Code (link to website with Pdfs of above information)

## Conference Call Lines

These lines will be used to form “virtual teams” and to include individuals into routine crisis meetings if they are unable to attend personally.

To access any of these numbers:

From **within** New Zealand, dial **08 30 33**

From **outside** New Zealand, dial **+64 83 08 30 33**

Crisis Team Group	Guest PIN	Used For
All	649819	CMT call out / initial instructions

During the Crisis, other teams may use the following conference call lines:

Other Crisis Team Groups	Guest PIN	Used For
EOC Liaison	752147	To provide continuous updates to CMT / BRT
Comms Team	963727	To coordinate all stakeholder communications
CMT	967831	Used for meetings where members are remote
BRT	943391	Used for meetings where members are remote
Contingent Runway Team	289315	Used for meetings where members are remote
<i>Spare 2</i>	841943	<i>A spare conference line for use as required</i>
<i>Spare 3</i>	622721	<i>A spare conference line for use as required</i>

# How to use your Wallet Card

## Download the Recommended App

The App below is recommended and has both an iPhone and an Android application.

- Please adhere to any Company Policies for downloading Apps that may apply to you. If in doubt and for assistance if needed to download, contact your IT Helpdesk. You will need an Apple ID (to approve the download on an iPhone and a Google Play account for a Samsung. Memorise your Password.



## About the App - *RedLaser Barcode & QR Scanner*

- NO adverts
- \* FREE to download
- \* FREE to use (no costs)


Android

### Download the App

If you don't have a Google Play account & password, you will need to create one. For Help contact your IT Helpdesk.

- Click on Google Play or Play Store icon 
- Type RedLaser into Search Field
- Select the FREE app with this logo 
- Click INSTALL
- Click ACCEPT
- You will need to agree eBay's T&C's. You will need to allow it to access the camera, but otherwise you can allow/don't allow as per your own preferences. You can select "no" to "get sample product".



(Wait while it loads, use Wifi, not mobile data)

The app will load on your APP screen – find 


iPhone

### Download the App


If you don't have an Apple ID & password, you will need to create one. For Help contact your IT Helpdesk.

- Click on App icon 
- Type RedLaser into Search Field
- Select the FREE app with this logo 
- Click GET
- Click INSTALL
- Enter your Apple ID Password
- You will need to agree Apple's and/or eBay's T&C's. You will need to allow it to access the camera, but otherwise you can allow or don't allow as per your own preferences.

(Wait while it loads, use Wifi, not mobile data)

The app will load on your APP screen – find 

## Important

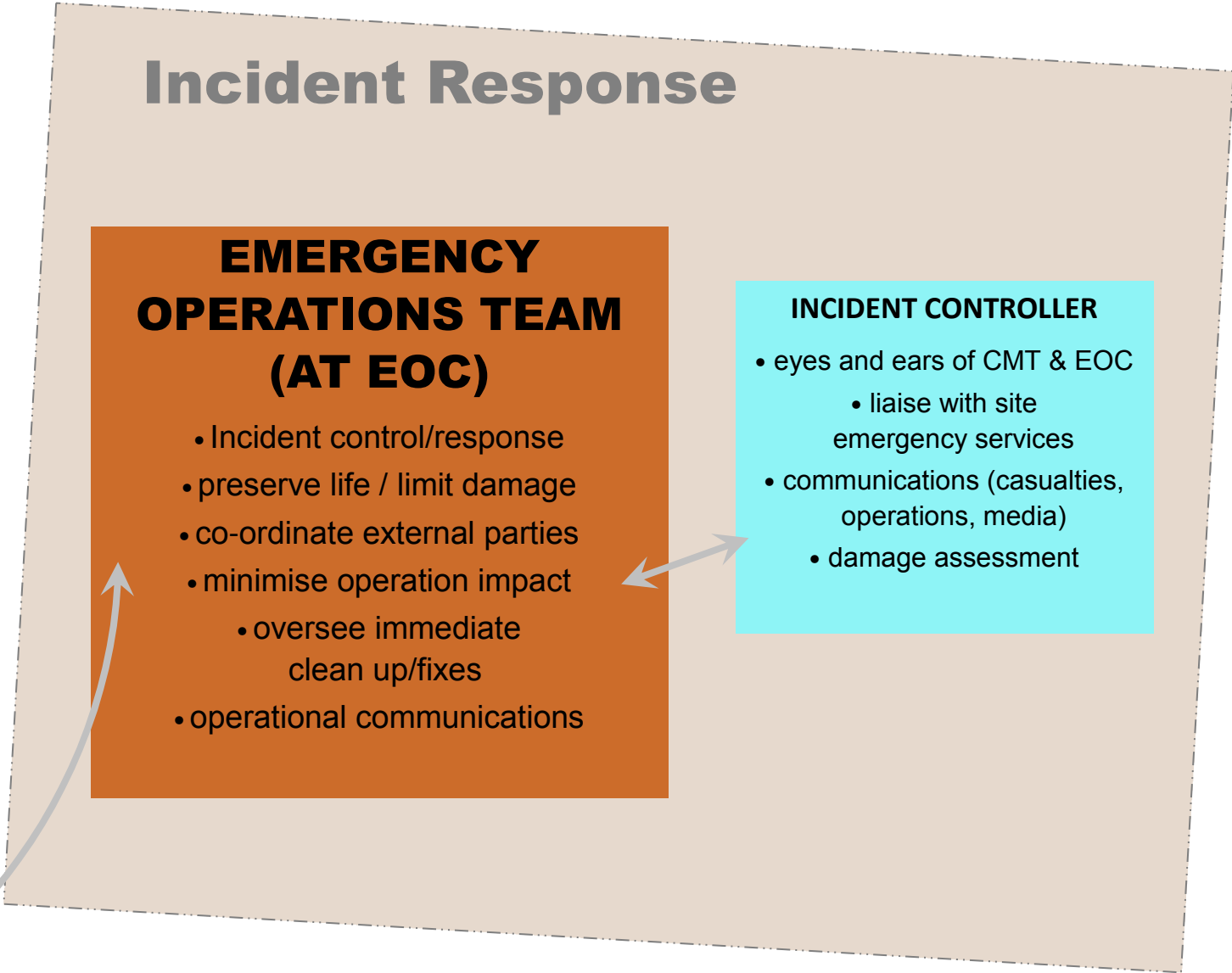
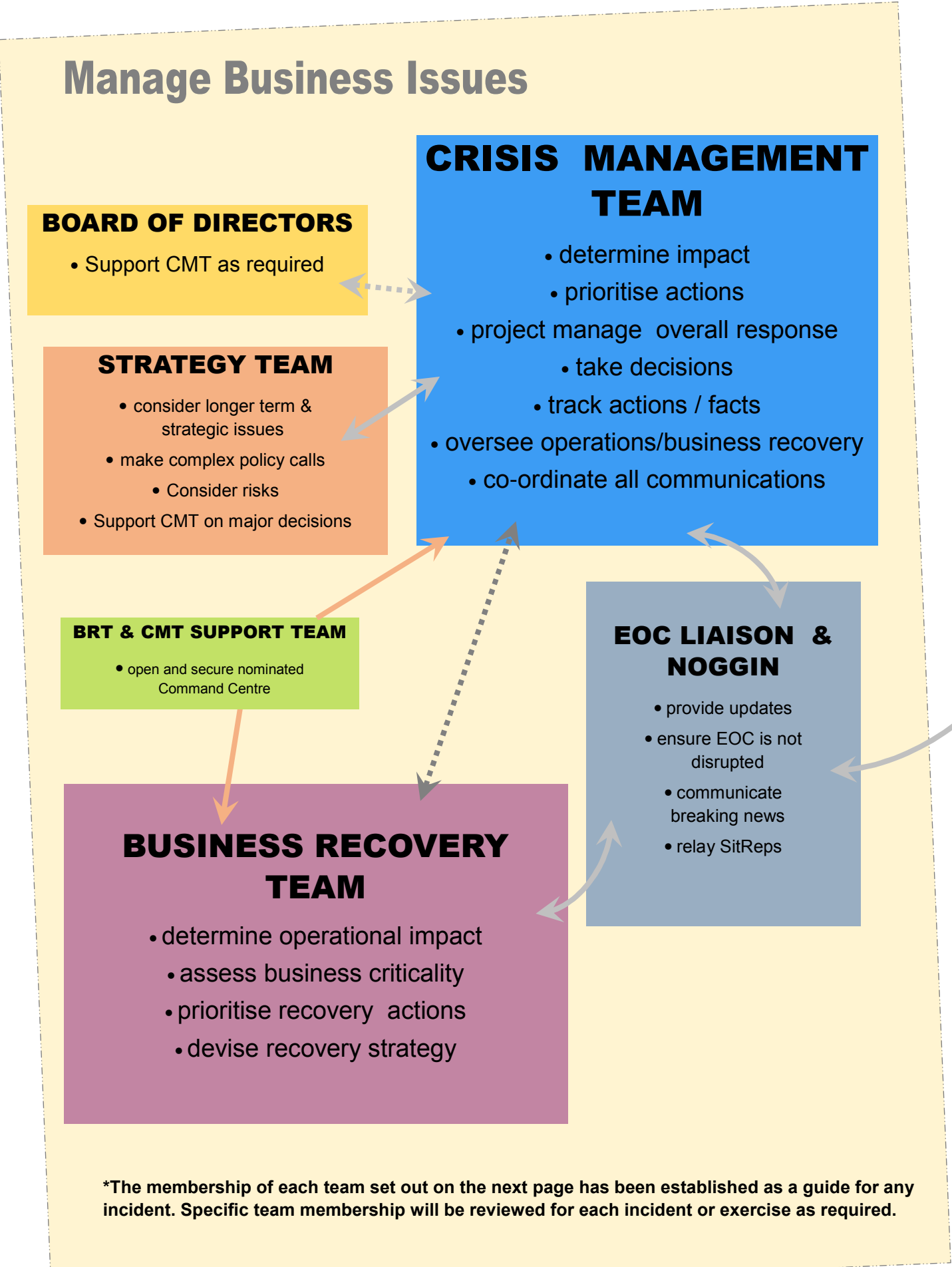
Please load this app  before placing the card in your wallet. If you need help to install, approach your business's IT Help Desk for assistance. Please test it now—**be ready** for a Crisis.

- Open the RedLaser App on your phone.
- Select the scan icon
- Place black AIAL Wallet Card on a flat surface and point the camera at the QR code.
- The app will scan (in a few seconds) the QR code.
- AIAL's Crisis Management Webpage address will appear as a link and you can "OPEN" browser.
- Scroll down the webpage (mobile friendly)
  - ⇒ You can view the Conference Call Phone Numbers, including the number to call from Overseas.
  - ⇒ PDFS will be downloadable (Contacts List, Information Booklet & other information as may be required to disseminate to team members)

NOTE: - DATASQUIRT MESSAGES WILL **NOT** APPEAR ON THIS PAGE. IN THE EVENT OF

A CRISIS, DATA ON THIS PAGE MAY BE UPDATED BUT ONLY AFTER THE EOC HAS OPENED.

# Roles



# Membership

CRISIS MANAGEMENT	BUSINESS RECOVERY	EMERGENCY OPERATIONS (AT EOC)	STRATEGY	EOC LIAISON/ NOGGIN	BOARD OF DIRECTORS
<ul style="list-style-type: none"><li>• CMT Leader (GM Aeronautical Operations)</li><li>• CEO</li><li>• GM People &amp; Safety</li><li>• Senior Accountant</li><li>• Corporate Affairs Manager</li><li>• Welfare Coordinator</li><li>• CMT Secretariat</li><li>• BRT (EOC) Liaison</li></ul>	<ul style="list-style-type: none"><li>• BRT Leader</li><li>• AIAL:<ul style="list-style-type: none"><li>• Operations</li><li>• Retail</li><li>• Property</li><li>• ES</li><li>• Bus. Technology</li></ul></li><li>• AES</li><li>• NZ Police</li><li>• JUHI</li><li>• Airways</li><li>• Border Agencies</li><li>• larger Airlines</li><li>• BARNZ</li><li>• Ground Handlers</li><li>• BRT Secretariat</li><li>• CMT (EOC) Liaison</li></ul>	<ul style="list-style-type: none"><li>• AIAL:<ul style="list-style-type: none"><li>• Operations</li><li>• AES</li><li>• Facilities Management/ ES</li><li>• SkyGate</li></ul></li><li>• Civil Defence Co-Ordinator</li><li>• Police</li><li>• Fire</li><li>• Ambulance</li><li>• Border Agencies</li><li>• Airlines</li><li>• Airways</li><li>• Ground Handlers</li></ul>	<ul style="list-style-type: none"><li>• Chief Financial Officer</li><li>• GM Airport Development &amp; Delivery</li><li>• GM Retail &amp; Commercial</li><li>• GM Property</li><li>• GM Aeronautical Commercial</li><li>• GM Marketing &amp; Communication</li></ul>	<ul style="list-style-type: none"><li>• 3 x CMT Nominations</li></ul> <div>BRT &amp; CMT SUPPORT TEAM</div> <ul style="list-style-type: none"><li>• CMT /BRT Nominations (number TBC)</li></ul> <div>INCIDENT CONTROLLER</div> <ul style="list-style-type: none"><li>• CMT Nomination</li></ul>	<ul style="list-style-type: none"><li>• Chairman</li><li>• Directors</li></ul>

# CRISIS MANAGEMENT TEAM

- determine impact
- prioritise actions
- project manage overall response
- take decisions
- track actions / facts
- oversee operations/business recovery
- co-ordinate all communications

## Permanent CMT Roles

### Strategy Team

- think through the complexity of the crisis
- oversee longer term issues
- consider industry perspective
- consider risks & mitigation measures
- consider stakeholder viewpoints / issues
- assist / support major decisions
- assist / support policy setting
- ensure CMT adhere to corporate values
- not to become operational

### CMT & BRT Support Team

- open and secure nominated Command Centre
- set up / test facilities / furniture / IT equipment
- establish physical security at Command Centre
- assist CMT Leaders – notifications & general tasks
- organise meeting attendees
- keep Command Centre neat & tidy
- supply equipment & resources as required
- provide / coordinate messengers
- provide catering / refreshments to teams
- manage car parking for CMT members
- provide on-going technical support
- record incident facts

### EOC Liaison & Noggin

- check whether EOC activated
- take note of evolving EOC actions / priorities
- identify EOC issues that require CMT action
- provide situation reports from the EOC
- ensure CMT do not distract EOC
- provide EOC with CMT actions / progress updates
- troubleshoot EOC / CMT conflicts
- prioritise EOC support from CMT
- highlight CMT-EOC coordination areas (e.g. media)

### Business Recovery Team Rep (1)

- updates

### CMT Leader

- confirm with CEO to declare the crisis
- select CMT members / others & ensure notified
- select command centre – on site or off site
- lead all aspects of the response & recovery
- chair CMT meetings
- determine team priorities
- make appropriate decisions & delegate tasks
- quality control activities
- assign issues to Strategy Team
- ensure confidentiality of information
- ensure CMT actions / decisions are minuted

### CMT Leader – Support

- assist / support the CMT Leader
- stand in for CMT Leader if absent
- assist activate CMT members
- validate situation facts and ensure up to date
- co-chair CMT meetings
- project manage overall CMT activities / actions
- assist with complex problem solving
- appoint / task Technical Advisor for research
- get Strategy Team input to complex decisions
- provide forward planning support
- enforce CMT discipline in command centre
- ensure CMT adhere to corporate values

### CMT EAs / Secretariats

- CEO EA / Secretariat*
- assist the CEO as instructed
  - minute CEO actions & decisions
  - give CEO minutes to CMT Secretariat
- CMT Secretariat*
- minute (not transcript) meeting actions / decisions
  - log all significant events & priorities of actions
  - record all CMT Leader actions outside meetings
  - produce typed minutes using MS Word template

### Communications Team (as required)

- set comms strategy & draft key messages
- coordinate / control all stakeholder comms
- prepare stakeholder key messages
- set responsibilities to deliver comms (including on-terminal stakeholders and pax)
- organise & control media monitoring
- update website with emergency information
- become the primary media contact
- manage media interaction
- prepare media spokesperson / CEO
- brief CEO / Strategy Team at regular intervals
- check facts in real time via EOC liaison
- brief Board and other key stakeholders

### Chief Executive Officer

- confer with CMT Leader to declare the crisis
- assist in decision making
- determine overall airport situation
- confirm response / business recovery priorities
- set overall recovery objectives
- assist with negotiations with external parties
- confirm key messages for stakeholders
- media spokesperson
- staff spokesperson

### Legal Team

- notify insurance brokers of incident & initiate claim
- notify & liaise directly with Board
- advise CMT of insurance coverage / deductibles
- ensure compliance with law, rules & regulations
- minimise legal exposure / claims & initiate actions
- back up media spokesperson
- legally vet formal communications & CMT minutes
- liaise with legal experts for specialist advice

### People & Safety Team

- supply HR information to CMT/ emergency services
- monitor progress of casualties & liaise with OSH
- visit next of kin & injured staff
- account for personnel (where possible)
- counsel staff suffering shock
- deliver staff communications
- initiate testing of damaged areas & interpret results
- provide HR advice / support to the Operations Team
- coordinate with EOC on people issues
- help rehabilitate staff back into workplace
- employ temporary resource as requested
- provide transport for airport staff
- organise general staff catering (not CMT)

### Finance Team

- streamline crisis procurement to optimise value
- advise buyers of preferred suppliers
- provide access to funds & cash float for expenses
- setup accounting codes to record emergency costs

# BUSINESS RECOVERY TEAM

- determine operational impact
- assess business criticality
- prioritise recovery actions
- devise recovery strategy

## Permanent BRT Roles

### Crisis Team Representative (1)

- updates

### CMT & BRT Support Team

- open and secure nominated Command Centre
- set up / test facilities / furniture / IT equipment
- establish physical security at Command Centre
- assist CMT Leaders – notifications & general tasks
- organise meeting attendees
- keep Command Centre neat & tidy
- supply equipment & resources as required
- provide / coordinate messengers
- provide catering / refreshments to teams
- manage car parking for CMT members
- provide on-going technical support
- record incident facts

### EOC Liaison

- check whether EOC activated
- take note of evolving EOC actions / priorities
- identify EOC issues that require BRT action
- provide situation reports from the EOC
- ensure BRT do not distract EOC
- provide EOC with BRT actions / progress updates
- troubleshoot EOC / BRT conflicts
- prioritise EOC support from BRT
- highlight BRT-EOC coordination areas

### Business Recovery Team (BRT) Leader

- chair BRT meetings & lead the recovery
- determine team priorities
- make decisions & delegate tasks
- delegate issues to CMT & Strategy Team
- coordinate agencies' operations with AIAL
- ensure recovery is in best interest of airport
- set criticality for operations recovery
- set recovery strategy & advise CMT & EOC
- monitor & coordinate business recovery
- communicate CMT decisions to BRT
- accesses key resources including plans, equipment and technical expertise

### AIAL Technology Team

- IT technicians to set up command centre
- establish working from home IT capability
- assess IT damage / impact
- equipment cleaning, repair & replacement
- restore IT infrastructure, applications & security
- restore equipment & data cabling
- restore telephony (PABX) and switchboard
- provide application support / Help Desk
- maintains system security
- obtain mobile phones / radios as required

### AIAL Engineering Support Team (ESS)

- assess damage / impact
- ensure damaged area is free of major hazards
- repair AIAL supported equipment / systems
- maintain utility / backup services
- supervise external contractors / suppliers
- restore engineering infrastructure
- maintain / restore PA system, CCTV / security systems, FIDS cabling / display panels, car parking equipment & 2-way radio equipment

### NZ Police

- assess airport's landside security needs
- ensure BRT is aware of relevant urgent / important issues under Police responsibility
- specify repair / maintenance support needed to restore Police infrastructure
- assist with crowd control
- maintain law, order & safety
- assist with vehicle traffic control / cordons
- cordon off hazards
- maintain armed security response capability to meet operational needs
- provide security patrols

### BRT Leader – Support

- assist / support the BRT Leader
- stand in for BRT Leader if absent
- assist activate BRT members
- co-chair BRT meetings
- project manage overall BRT activities / actions
- assist with complex problem solving
- appoint / task Technical Advisor for research
- get CMT/ Strategy Team help on big decisions
- provide forward planning support
- enforce BRT discipline in command centre
- validate situation facts
- ensure BRT adhere to corporate values

### AIAL Retail Team

- ask tenants to help with response (food etc.)
- liaise with transport companies to support
- determine which tenants are impacted
- prioritise tenant recovery in interest of airport communicate key messages to tenants
- assist tenants with recovery / relocation
- maintain customer services in all areas
- maximise available car parking
- maximise available transportation (taxis, buses)

### AIAL Property Team

- determine alternate property requirements – type, floor space, proximity / location, condition, car parking / other services
- locate & secure off site premises / office accommodation to meet requirements
- negotiate lease conditions / costs / timing
- liaise with the building owner
- assist with design / fit out / clean-up and other preparations for occupation

### AIAL Airport Emergency Services Team

- maintain required AES category / response / capability
- maintain foam stocks
- identify threats to AES capability
- maintain perimeter security
- identify any changes to AES capability
- assist with operations of the Aeronautical Division as required

### Contingent Runway Team

- release trapped aircraft on the ground ASAP
- resume flights to highest volume possible
- issue NOTAMS to communicate status
- determine extent of main runway outage
- activate taxiway conversion process
- cordon event & supervise to prevent incursion
- inspect & remove obstacles
- convert Taxiway Alpha into runway (barriers, signage, painting, visual & nav-aids)
- draft risk assessments, negotiate with CAA & airlines
- issue crew / aircraft data, AIP docs & training materials
- obtain airline sign off to train crews
- brief / train local ATC / AOT staff
- minimise pilot distractions from event

### Ground Handlers

- determine damage to operational area (landside and airside), vehicles, equipment & systems
- specify repair/maintenance support needed
- determine risks / hazards & implications
- liaise with airlines to determine priorities
- maintain aircraft ground handling services
- maintain aircraft cleaning & cargo handling
- maintain passenger check-in services and passenger disrupt handling
- ensure BRT is aware of relevant urgent / important issues

### Fuel Supply Team (JUHI)

- provide damage assessment details
- provide fuel contamination details / implications
- determine fuel supply resolution timeframes
- forecast fuel stock consumption
- advise BRT on fuel rationing options / process
- determine scope of fuel disruption / impact
- initiate truck fuel supply to the JUHI
- advise oil company to activate the CDEM Fuel Contingency Plan
- initiate alternate fuel supplies
- organise fuel transportation

### Airlines / BARNZ

- determine casualties, damage to aircraft, plant, equipment, vehicles, supplies & services
- provide passenger/cargo/aircraft details
- reschedule flights/staff/crew/ground support
- ensure BRT are aware of airline issues
- assess service impacts & recovery options
- maintain aircraft / passenger / luggage / cargo processes using available facilities / resources
- aircraft maintenance, repairs, servicing & fuel
- maintain PA system capability & FIDS data
- Provide on-going support to passengers / crew involved in incident

### AIAL Operations Team (Airside & Landside)

- determine damage & related service impacts
- ensure recovery is in best interest of airport
- maintain operations at unaffected airport areas
- action health & safety risks & enforce controls
- set communication needs (NOTAMS etc.)
- suggest criticality for operations recovery
- maintain compliance with CAA rules
- provide input to overall recovery strategy
- specify operations communications requirements to CMT
- monitor & coordinate operations recovery
- relay BRT decisions to operational areas
- inspect damage to control tower, runway/apron, radar, navigation aids, runway lights & comms
- clear airfield of debris / FOD

### Border – Customs / Immigration / MPI / AvSec

- determine damage to operational areas, equipment, CCTV, communications & IT
- specify operational implications
- specify minimum requirements to maintain mandatory functions in situation
- activate backup processing locations / systems
- activate regional / National support
- maintain passenger / luggage / cargo screening & integrity / physical security / monitoring
- assess airport's ability / capacity to process passengers & cargo & forecast likely delays
- specify repair / maintenance support
- repair / restore own operated CCTV systems

### BRT Secretariat

- minute (not transcript) meeting actions / decisions
- log all significant events, new facts, delegated tasks and team actions
- record all BRT Leader actions outside meetings
- produce typed minutes using MS Word template

### Airways

- inspect damage to control tower, radar, navigation aids, runway lights & comms
- activate backup control tower if required
- identify air traffic hazards and implications
- control all aircraft movements in air / on ground
- coordinate air traffic with other airports
- assess capacity / ability to process flights
- ensure BRT is aware of Airways issues
- assess damage / repair ACNZ infrastructure
- specify repair / maintenance support needed
- provide general aircraft movements information
- provide air traffic details & conditions

# EMERGENCY OPERATIONS TEAM (AT EOC)

- incident control/response
- preserve life / limit damage
- co-ordinate external parties
- minimise operation impact
- oversee immediate clean up/fixes
- operational communications

## Permanent EOC Roles

### Incident Controller

- relay information to EOC
- request information from the EOC
- conduct "street level" building damage assessment
- relay to EOC the level of media interest
- liaise with staff at the scene
- record the incident – video / photographs

### EOC Liaison

- receive briefing of EOC actions / priorities
- monitor EOC breaking news
- identify EOC issues that require CMT & BRT action
- ensure EOC are not distracted by CMT & BRT members
- troubleshoot EOC / CMT / BRT conflicts
- prioritise EOC support from CMT & BRT
- provide EOC with CMT & BRT actions / progress updates
- provide CMT & BRT with Situation Reports ("Sit-Reps") from the EOC

### Emergency Operations (in EOC)

- initiate prompt EOC activation on receipt of an event that has a material impact on aircraft, people, or property
- oversee and control operational response to ensure regulatory obligations met
- co-ordinate emergency services response and take action to ensure the immediate safety of persons / assets on airport
- initiate rapid formation of threat assessment team
- develop and maintain communication strategy between EOC and CMT having regard to type of incident, time of day and impact of incident
- anticipate on-going impact and recovery requirements from passenger, processing and corporate perspective. Develop solutions for implementation or consultation
- provide aeronautical technical advice to agencies as required
- defend the airport's commercial interests

### AIAL Airport Emergency Services Team

- first response to all airport emergencies
- provide initial Incident Controller for fire / setup ICP
- treatment of casualties
- search / rescue / firefighting / aircraft crash
- deploy marine rescue equipment
- firefighting building fires
- assist with local road crash response / rescue
- identify substances & liaise with NZFS
- establish cordons around hazards
- initiate / coordinate building evacuation
- support city / meet emergency services / CD

### Ground Handlers

- provide relevant information regarding aircraft loading and passenger manifest
- identify dangerous goods and weight of fuel on board
- provide expert aircraft engineering advice and support
- coordinate inflight communications with pilot and crew
- implement strategy to accommodate disrupted passengers
- monitor and advise impact on schedule

### Skygate

- provide security as required
- lock down appropriate security doors/gates as required
- obtain relevant security camera footage
- form threat assessment team as required
- liaise with Police Intel
- issue trespass notices

### Facilities Management / ESS

- provide specialist advice in matters relating to infrastructure
- set up triage tents in event of crash
- transport portable medical trailers

### Immigration

- provide advice on visa requirements or visa waivers as required
- identify and act on immigration threats

### Emergency Operations – Landside

- command, co-ordination and communication centre for any airport emergency
- technical support of Incident Controller at the Incident Control Point
- implement Incident Action plan in collaboration with relevant agencies
- provide specialist aeronautical or security advice on how to best deliver the outcome sought by the Incident controller
- sustain general airport operations to greatest extent possible, while emergency event is being managed and resolved
- provide on-going advice to passengers and airport users using PA systems, electronic signage and personal presence in the affected areas
- form threat assessment team immediately threat received
- maintain detailed records of the incident including time stamps, regular sit reps and attendance at EOC

### AIAL Apron Operations Tower

- provide relevant information regarding aircraft parking
- provide specialist aircraft expertise as required
- control airfield FOD / damage inspection & repairs / calibration / testing / clean up
- isolate at risk aircraft
- coordinate bus operations
- provide "follow me" on airfield
- initiate NOTAMs as required

### Airlines

- provide relevant information regarding aircraft loading and passenger manifest
- identify dangerous goods and weight of fuel on board
- provide expert aircraft engineering advice and support
- coordinate inflight communications with pilot and crew
- implement strategy to accommodate disrupted passengers
- monitor and advise impact on schedule

### Customs

- provide relevant information and support
- lead agency for pandemic / ill traveller in absence of MOH
- support and facilitate passenger processing whilst keeping border secure

### Airways

- control aircraft movements on ground / in air
- give at-risk aircraft extra priority / separation
- control comms / warnings to aircraft pilots
- update ATIS with emergency messages
- sound air crash alarm
- provide remote aircraft crash location / details
- control deployment of vehicles on airfield
- provide general aircraft movements information

### NZ Police

- establish command & control as CIMS Incident Controller
- assess threats and security risks / hazards & crime scene implications / timeframes
- identify casualties & notify family / next of kin
- assess airport's security needs
- assess damage to operational area, vehicles, equipment, communications & systems
- maintain law, order & safety
- assist crowd control
- assist with vehicle traffic control / cordons
- cordon off hazards
- provide security patrols
- issue operational media statements
- deploy EOD or SAS as required
- issue trespass notices

### Ambulance Services

- provide medical treatment
- provide on-scene triage
- provide ambulance services
- liaise with Public Health for notifiable diseases and quarantine

### AvSec

- advise on airport security & screening issues
- provide vehicle / personnel escorts airside
- form threat assessment team as required
- provide EDD support
- deploy landside under operational orders in support of an incident

### Fire Service

- co-ordination point & provide specialist advice
- in accordance with CIMS establish command & control as Incident Controller for fire
- implement Incident Action Plan with agencies
- provide specialist equipment & expertise

### MPI

- provide relevant information and support
- provide technical advice on biosecurity threats
- support border processing of arriving passengers
- implement appropriate response to biohazard

### Civil Defence Lifelines Utility Coordinator

- provide situation reports to AKL / WLG CDEM
- initiate actions as required by CDEM
- consider actual / potential community impacts
- initiate CDEM support / resources / powers
- coordinate on-airport CDEM activities
- liaise with Transport Sector Cluster Group

### Welfare Coordinator (By Invitation)

- provide support for people where necessary e.g. for people requiring medical treatment, transport, shelter, accommodation, food etc.
- liaise with St John's Ambulance and Red Cross where necessary
- consider needs of staff and ensure staff welfare e.g. call-backs, food, transport

# Location—Command Centres

The AIAL Executive who declares the crisis will select the most suitable location to meet at.

During the initial CMT Call out (conference call) or via a subsequent datasquirt message, you will be advised where to report.

LOCATION (CMT & BRT)	
Auckland Airport Corporate Office (Quad 5) Ph: 275 0789	Level 1, 4 Leonard Isitt Drive, Auckland Airport
ALTERNATE SITES:	Address
Domestic Terminal Conference Rooms Ph: 09 256 8294	DTB, Level 1—Entrance is via stairs opposite Eastern end of Air New Zealand Check In on the Ground Floor.
Novotel Auckland Airport Ph: 09 257 7200	Look for event signage on the Ground Floor. Entrance Opposite Arrivals International Terminal Building, Ray Emery Drive
Sudima Hotel Ph: 09 304 0745	Look for event signage on the Ground Floor. 18 Airpark Drive, Airport Oaks

## Notes & Important Numbers