

Airport Times

Keeping the Auckland Airport community informed | Issue 86 June 2009 | ISSN1176-9432

Reaching out

Inside this issue:

- How the airport is connecting New Zealand with the world
- Brisbane takes on Auckland Airport
- Eight reasons why you should shop at the airport



Strengthening our connections to the world

Auckland Airport is strengthening its commitment to tourism by teaming up with the industry to increase traveller numbers and increase flights to new and existing destinations.

For the first time ever, Auckland Airport is directly investing with industry partners to generate multi-million dollar travel campaigns and help build traffic.

With tougher global economic conditions and volatile fuel prices affecting passenger and airfreight demand, Auckland Airport sees it is critical to put more focus on business development, partner support and working on new growth strategies to help expand this important industry.



"We have a huge role to play in growing tourism, providing more choice for travellers and stimulating demand," says chief executive Simon Moutter. "Every hour, 2,000 travellers pass through Auckland Airport, making it an integral cog in the wheel of the New Zealand tourism industry."

Leading the charge is GM of aeronautical business development, Glenn Wedlock, and he says there are exciting prospects for everyone on the target routes.

"Auckland Airport is looking for win-win opportunities with airline trade and tourism customers to promote travel to New Zealand via Auckland," he says.

"The Asia-Pacific region is forecast to grow the fastest over the next 19 years and Auckland Airport is committed to capturing a share of that growth. We can also see promising opportunities in Europe and the Americas."

The airport at TRENZ! 8-11 June 2009

This month the airport will be at TRENZ, New Zealand's largest international tourism business event, to discuss promotional activity funding with travel trade partners. The focus of the discussions will be on supporting more air services to Auckland.

Auckland Airport is a platinum sponsor of TRENZ, sponsoring one of the event's business lounges. Simon Moutter will be speaking to all TRENZ delegates at a lunchtime event and the airport will be unveiling some exciting news at a media breakfast.

Right: The Jetstar crew welcome the new domestic routes with open arms.

More choice for thrifty travellers

Budget Australian airline Jetstar takes the reins from its parent company Qantas on the main trunk routes in New Zealand this month, and says it won't be beaten on price.

Jetstar will begin its domestic services on 10 June and will offer one-way domestic prices for as little as \$29.

Jetstar is a value-based, low-fares airline with an open, fresh approach to air travel. Its mission is to enable more people to fly more often and also to extend air travel to those who have previously never been able to afford to fly by offering customers all-day, everyday low fares.

Replacing existing Qantas flights and reintroducing some services with a new, modern A320 fleet, Jetstar will provide travellers with more options and tighten up an already competitive domestic market.



"Jetstar's expansion into routes within New Zealand is a further significant growth milestone to become the Asia-Pacific region's leading low-fares airline," says Jetstar's CEO Bruce Buchanan.

Bruce also commented that Jetstar's entry into New Zealand's domestic market would result in up to 250 direct new jobs.

The launch is good news for the budget-conscious domestic traveller. Jetstar's Price Beat Guarantee means it will beat other competitors' fares by 10% for any bookings at a similar date or time.

"We'll beat any fare by 10%; we won't be undercut on price. I make this commitment to the New Zealand market."

Jetstar launched its Auckland trans-Tasman flights in April with daily services to Sydney (SYD) and the Gold Coast (Coolangatta OOL), opening up the options on these hugely popular routes for leisure travellers.

Growing new markets – look out India

As part of the airport's drive to grow new business, Glenn Wedlock (GM aeronautical business development) recently attended an international route conference in India, and met with a wide range of airlines and tourism and trade stakeholders during his visit.

We asked Glenn to tell us what he learned:

“Despite the economic crisis, the mood was not all gloom and doom; in fact, there is a lot of confidence about the long-term prospects for tourism, and there was interest in the New Zealand proposition.

In particular, the potential of the India market is clear – and the India inbound market is particularly attractive for New Zealand because much of their leisure travel is during our off-peak.

In these tough times, airline business models need to adapt and look for new opportunities.

It means that all routes and markets, including New Zealand, are being analysed for their potential.

Each new route developed into New Zealand brings a massive economic benefit to the country so the pay-off is enormous if we can seize these opportunities.

Now more than ever, we need to engage with new markets and think of new and creative ways of engaging with our traditional markets.”

Left: The India inbound market is particularly attractive for New Zealand.



At the Routes Asia Conference, Auckland Airport scooped the Highly Commended Award for its efforts in airport marketing in the Asia-Pacific region.

The awards are the most prestigious in the industry; based purely on rewarding excellence in route development and nominated by airlines.



Indian visitors up by 20.7%

In March 2009 there was a 20.7% increase in passenger arrivals from India, compared to the same time last year. This was a direct result of the Indian Cricket tour. (Sourced from Statistics New Zealand.)

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www.airportmarae.co.nz

Right: Auckland Airport's Scott White shows his hidden talent on the soccer field.

The battle of the airports

Trans-Tasman sporting rivalry hit a high last month when Auckland Airport took on Brisbane Airport in a two-game soccer series.

Brisbane Airport first challenged their Auckland counterparts to a friendly sporting showdown in January and it quickly developed into the sporting match-up of the year, complete with team uniforms and a shield for the winning team!

Auckland Airport's team captain Paul Divers says, "This was a fantastic opportunity to develop a stronger relationship with another airport.

"We thoroughly enjoyed the chance to meet our Aussie friends on the field and now have a closer bond with Brisbane Airport."

The first game saw Brisbane Airport cross the ditch to take on Auckland Airport's football stars at Aorere College in Mangere. Home advantage didn't seem to help the Auckland Airport team, who lost 4-1.

The result from the second game, held in Brisbane late last month, was not known when Airport Times went to print.



Right: The students were not green to sustainable ideas... solar panels was one of the ideas on their brainstorm list.

Far right: Miss Piggy took out the best dressed award on Pacific Blue's Flight of the Divas despite some stiff competition from other travellers.



greeningtheairport@aki-airport.co.nz

Generation Y take on airport sustainability

The airport's sustainable business practices were recently put under the microscope by Auckland University of Technology students studying for their Masters of Professional Business Studies, and they found few blemishes in the green plan.

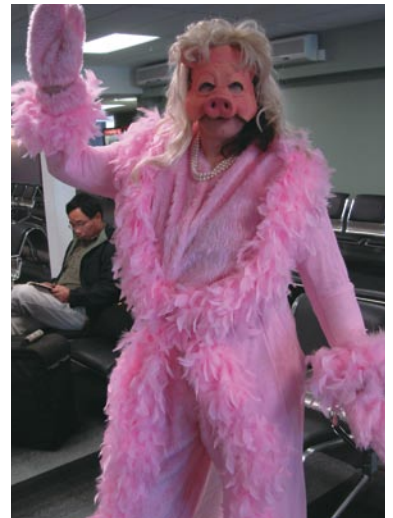
Auckland Airport's sustainability advisor Martin Fryer presented the airport's sustainability journey and the students were then asked to review the company's plan and provide a two-page 'pitch' of good ideas.

This is taking peer review to a new level and Martin says it was a fascinating exercise.

"It was a truly international group of students from New Zealand, Europe and Asia and they had definitely done their homework.

"Their ideas ranged across the whole spectrum of sustainable business practice – from improving energy and water efficiency, to interior green walls, paperless ticketing, expediting passengers through the airport, thereby reducing the load on air-conditioning systems, through to strategies around staff and community engagement.

"I was really impressed; if this class is representative of the next generation of business leaders, then sustainability will be a key business driver in the way companies will operate."



'Smile high' club

The International Comedy Festival took to the skies last month as Pacific Blue paid homage to the annual event with a special 'Flight of the Divas'.

The comedy-themed flight saw travellers mixing with comedic talent, MORE FM prizewinners and media who all enjoyed pre-flight entertainment from comedians Michelle A'Court, Penny Ashton and Justine Smith.

The radio station prizewinners, who had each won their seat on the flight through a MORE FM competition, were encouraged to dress up for the flight with the best-dressed 'diva' winning a trip to Melbourne to see the live filming of comedy show Rove.

Unfortunately the weather had the last laugh and the flight never left the ground, but with the champagne and jokes flowing, everyone had a good time.

Behind the scenes... policing the airport

Keeping law and order at Auckland Airport is all in a day's work for the New Zealand Police.

While the airport community goes about its daily hustle and bustle, the airport-based Police are working behind the scenes to ensure the safety and security of everyone passing through New Zealand's main gateway.

For Inspector Mick Woods, who recently joined the airport Police, the community atmosphere and co-operation makes their job a lot easier.

"The New Zealand Police work under the 'Safer Communities Together' model – and Auckland Airport epitomises this idea. We work closely with the airport community and there are lots of capable guardians keeping an eye out for the unusual or suspicious. It works well and is reflected by the fact that the airport has a relatively low crime rate," says Inspector Woods.

Every day, the airport Police can respond to incidents as varied as shoplifting, theft, aircraft emergencies, suspicious packages, burglaries, border alerts and even lost children.



Left: Inspector Mick Woods, (right), and constable Nathan Prendergast are part of the approachable and welcoming airport Police team.

It keeps the 32 Police staff busy 24 hours a day, seven days a week.

"Each officer has their own area at the airport that they take responsibility for," says Inspector Woods, "which helps create a close-knit community."

"Our officers are experts at looking after the airport community's interests, but also have a great international awareness. They know they need to work quickly to resolve any situations so as to not cause delays at other destinations."

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20% discount at Travel Pharm

TravelPharm is offering all airport staff a 20% discount on all products in store from 1–14 June.



Did you know...

The giant New Zealand flag flying at the airport on the corner of George Bolt Memorial and Tom Pearce Drives measures seven metres by 14 metres and is flown at the top of a 45.6-metre flagpole! It is thought to be the largest New Zealand flag in the country and has been flown at this spot since the early 1990s.



Left: Auckland Airport's communications manager Sarah Aldworth (left) dedicated the award to the hundreds of New Zealand charities who work tirelessly to improve the lives of others. Sarah is pictured with communications co-ordinator Ainslie Stevenson (centre) and PRINZ national president Fiona Cassidy at the awards ceremony in Wellington.

Best corporate PR campaign

Auckland Airport walked away with a prestigious award at the 2009 PRINZ Awards, recognising its hugely popular 12 Days of Christmas charity promotion.

The Auckland Airport communications team scooped the Corporate PR category late last month at the 35th annual awards ceremony held by the Public Relations Institute of New Zealand.

Over 50 nominations were received for the 10 awards given out this year with each award being judged by a group of highly regarded PR professionals.

In 2008 Auckland Airport launched the 12 Days of Christmas charity giveaway that saw \$120,000 given to 12 worthy charities. For 12 days leading up to Christmas, one lucky charity per day was given \$10,000 – kindly donated by Auckland Airport's 13 million annual travellers.

Applications for this year's 12 Days of Christmas will open in November.

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Shopping at the airport

Top reasons to shop at the airport!

If you are travelling overseas you must make the most of the airport's shopping experience! This month, we let you in on the 8 secrets of airport shopping...

1. Duty free prices

Fine fragrances, beauty specials, designer sunglasses, single malts... the duty and tax free stores at Auckland Airport have thousands of premium brands to choose from, all at fantastic prices.

2. Quality souvenirs

Auckland Airport has an excellent selection of authentic New Zealand souvenirs to suit all tastes and budgets, from quirky Pukeko tea towels to travel-ready New Zealand smoked salmon.

3. Unique products

Get your hands on exclusives only available at Auckland Airport like special travel packs and limited-edition products that are hard to find.

4. Great rates on currency exchange

Travellex at Auckland Airport offers 0% commission when you pre-order online – check out our currency exchange page at www.aucklandairport.co.nz

5. Convenient

Buying duty free is hassle free when you buy it on departure and pick it up when you get back to Auckland. Saves you carrying it around the world! Ask in store about the 'ready on return' service.

6. Generous duty free allowances

New Zealand has the best on arrival duty free allowances in the world. Make the most of it!

7. All-season stock

Wanting a new bikini for your tropical getaway or a merino hat for the mountain? No problem – Auckland Airport has seasonal stock, year round.

8. Last-minute gifts

If you're visiting friends, or feeling guilty about those you have left behind, treat them to a special gift from one of the many stores. On arrival, there is a huge selection of novelty and luxury chocolates to keep the whole family happy.



The plane truth...
What's your favourite winter sport?...



Caroline Stewart – UK medical student on holiday

"Football is my favourite winter sport. I support Cardiff City and love to watch them play live. It's also my Dad's favourite team."



David Brophy – South African touring New Zealand

"Being South African, rugby is my winter game. I'm a Springbok supporter – they're going to take out the Tri-Nations competition this year!"

Carpooling takes the honours

Auckland Airport's *lift* travel plan won the transport section of the 2009 Energy Efficiency and Conservation (ECCA) Awards last month.

Lift promotes carpooling and the use of public transport by airport staff, thereby reducing vehicle numbers on airport roads, decreasing air pollution, easing congestion and improving the travelling experience of all airport users.

Today, 21 airport-based companies and over 650 registered carpoolers participate in *lift*. It's become an effective travel plan that has influenced travel behaviour, and taken over 840 cars off the road every month, reducing CO₂ emissions by at least 68 tonnes per annum.



Left: Auckland Airport's sustainability advisor Martin Fryer proudly clutches the award and stands alongside Minister of Energy and Resources Gerry Brownlee and fellow airport colleagues (from left) Kate Edenborough, Sarah Aldworth and John McShane.



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Andrew Dryden – picking up his parents flying in from Vietnam

"My favourite sport is sleeping in on a Sunday morning! I also like skiing, and have skied the slopes at Mt Ruapehu, the South Island and in Switzerland."



Gemma Brunt – Dutch national living in New Zealand

"I don't have a favourite winter sport, but I do play tennis all year round. I live in Mt Maunganui, so unless it's raining, it's always tennis season."



David Kemp – farewelling his son

"I've always liked rugby and watch most games on TV. The Chiefs and the All Blacks are my favourite teams."

Useful contacts

AUCKLAND AIRPORT

Airport emergencies	Ext 98777
Airport faults and repairs	Ext 98813
Auckland Airport reception	256 8815
Terminal cleaners (Spotless Services)	256 6932

AIRLINES

Domestic and Commuter

Air Chathams	03 305 0209
Air National	256 2100
Air New Zealand	256 3584
Airworks operations centre	275 5981
Great Barrier Airlines	275 9120
Jetstar	256 6950
Fly My Sky	256 7025
Pacific Blue	256 6921
Skylink	256 7500

International

Aerolineas Argentinas	275 9914
Air New Zealand	256 3584
Air Pacific	256 8525
Air Tahiti Nui	256 6910
Air Vanuatu	373 3435
Aircalin	256 8051
Asiana	308 3359
British Airways	256 6318
Cathay Pacific	256 8747
Emirates	256 8301
EVA Air	256 8465
Japan Airlines	379 3202
Jetstar	256 6950
KLM Royal Dutch Airlines	302 0854
Korean Air	256 8322
LAN Airlines	256 6900
Lufthansa Airlines	303 1529
Malaysia Airlines	256 8330
Pacific Blue	0800 670 000
Polynesian Blue	0800 670 000
Qantas Airways	256 6318
Royal Brunei Airlines	256 6660
Singapore Airlines	256 6630
Thai Airways	256 8518

AIRPORT FREIGHT SERVICES

ACP Worldwide	255 5365
ACT Transport	027 293 8738
Aion Cargo Solutions	275 1999
Air Freight NZ	256 8587
Air Transport World Freight	275 0409
Airport Freight Centre Tenants Assoc	236 0358
Airport Lunch Bar	275 9875
Apex International Forwarding	256 9727
Apex Logistics	256 9735
Barber Logistics	255 0970
Cargolux Airlines International	257 0490
CMT Bond	256 9627
Collins Equine	292 8833
CT Freight	275 1634
DHL	0800 800 020
Dogtainers Airfreight NZ Ltd	256 0999
Emirates SkyCargo	256 8305
Exel	256 5000
Expeditors	915 6200
EZI World Cargo	256 1107
Federal Express	0800 733 339
Flitway Group	255 4600
Green Freight Limited	275 3101
IRT-BAS	275 4002
Japan Airlines	275 3114
Jupiter Air	257 1250
Korean Air	256 8605
Menlo Worldwide	255 0800
NZ Post – International Freight Services	257 1814
NZ Van Lines	256 1500
Origin Air Freight	256 6537
Pace Air Services – next flight services	257 1818
Priority Fresh	255 0841
Qantas Freight	275 1019
SkyNet Worldwide	257 0016
Tasman Cargo Airlines	976 2977
TNT Express	0800 275 868
UTI New Zealand Ltd	255 1100
Walker Logistics – Excess Baggage Service	275 7803
Wilson Logistics	255 0222

CONFERENCE ROOMS

Domestic terminal

The Cabin	256 8924
The Clubhouse	256 8924
The Coachroom	256 8924

International terminal

Marlborough and Blenheim rooms	256 8782
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FUNCTION CATERING

HMSC-Auckland Airport	256 8782
LSG Sky Chefs New Zealand Ltd	255 0700
Pacific Flight Catering	275 3000

GOVERNMENT AGENCIES

Aviation Security Service	255 6000
Customs	275 9059
Immigration	277 0634
MAF	909 8604
Police	275 9046

GROUND HANDLERS

Air Centre One	275 7167
Air New Zealand	256 3620
Menzies	256 8339
SkyCare	256 1215

HELICOPTER SERVICES

Heliflight	0800 768 677
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PUBLIC TRANSPORT

Airbus	0508 AIRBUS
MAXX Regional Transport	366 6400

RECREATION AND PERSONAL SERVICES

Airport Lollipops Educare	275 0888
Aviation Country Club	275 6265
Aviation Country Club Bistro	275 6265
Aviation Golf Course (starter)	275 4601
Butterfly Creek	275 8880
Flying Fit Health Club	275 5747
Golf Driving Range	275 6080
Treasure Island Adventure Golf	275 7531

RENTAL CAR COMPANIES

ACE Rentals	256 9944
Apex Car Rentals	0800 935 050
Avis Rent a Car	256 8368
Budget Rent a Car	256 8451
Europcar	275 0066
Hertz NZ	256 8690
Jucy Rentals	256 9441
Thrifty Car Rental	256 8455
USave Car and Truck Rentals	256 9430
Your Car Rental Services	275 9473

SHOPPING AND DINING

Airport Shopping Centre

Acorn Café	256 6518
Airport Pharmacy	257 3000
Digital Mobile	275 4948
Foodtown	256 2128
NZ Postshop and Kiwibank	255 3555
Postie Plus	275 0123
The Airport Doctor	256 8655
The Florist	275 6606
The National Bank	0800 18 18 18
The Sharing Shed	275 0478
The Warehouse	275 0156
Warehouse Stationery	257 2730

Domestic Terminal

Books and Magazines	
News Travels	275 0151
Whitcoulls	256 8216
Food and Beverage	
The Bach Ale House & Café	256 8570
Dunkin' Donuts	257 4441
Espresso Plus	256 8562
Hayama Sushi and Noodles	256 6516
River Café	256 8570
Tank Juice Bar	257 2043
Sumo Salad	256 8566
Velluto Espresso Bar	256 8570
Wishbone	257 0193

Services

Travellex	256 6536
i-SITE Visitor Centre	256 8480
Speciality and Gifts	
beachculture	256 9396
Carri-on	257 4604
NZ & Beyond	257 4600
Sunflowers Florist	275 9330
Sunglass Hut	256 8041
Time Out	525 0200

International Terminal

Accessories	
GUESS	257 5802
Sunglass Hut/Watch Station	256 8041
Tie Rack	256 6190
Vodafone Rentals	275 8154
Books, Magazines and Music	
Whitcoulls	256 8212
Fashion	
adidas	257 3366
beachculture	275 2346
Bendon	256 1153
BONZ	256 9300
Rip Curl	275 8371
Food and Beverage	
Café Down Under	256 8468
Café Espresso	256 8703
City of Sails	256 8476
Hayama Sushi and Noodles	256 6200
Jean Batten Foodcourt	256 8669
Kiwi Café and Bar	256 8418
McDonald's	255 0921
Spinnaker Bar	256 8791
Subway	257 5416
Tank Juice Bar	257 4110
The River Café	256 8578
General Duty Free	
Choc Stop	256 6214
DFS Galleria	257 3555
Regency Tax & Duty Free	256 7480

Services

Airspace	256 8113
Flight Centre	275 5423
Massage Café	256 6906
Seal 'n' Secure	256 8769
Travellex	256 6463
i-SITE Visitor Centre	256 8480
Souvenirs	
Global Culture	275 3744
Made in New Zealand	256 8592
Speciality and Gifts	
Airways Florist	275 1079
Artport	256 8087
Kiwi Discovery	256 6195
Natures Window	256 8045
The Cellar	256 7465
The Collection Point	256 8845
The Great New Zealand Shop	256 6650
Time Out	525 0200
TravelPharm	256 8036
Walker & Hall Jewellers	275 9905

SERVICES

Airport Service Garage	275 3737
Airways Panel and Paint	275 3335
BNZ	256 8754
Cable Management	256 8169
Firestone Direct	275 0555
Harriman Signs	275 7809
ImpEx Personnel	256 6590
J A Russell Electrical and Data Suppliers	256 1261
Koru Club (car valet)	256 3949
Manukau City Toyota	257 0095
Parking Services	256 8527
Pit Stop	257 4071
Qantas Valet (Base Care)	256 8520
Result Consultancy	257 4467
Shell Skyways Service Station	275 9082
Shell Tom Pearce Service Station	256 0911
Skyway Car Storage	275 9753
Swan Workforce	275 5706
The Truck Cleaning Company	256 7015
Travel Agents Travel Service (TATS)	256 7050
Vehicle Testing New Zealand	257 2180

Contact us

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