

Airport Times

Keeping the Auckland Airport community informed | Issue 77 August 2008 | ISSN1176-9432

Arrivals and departures at the Airport

Inside this issue:

- We pay tribute to Don Huse and his five years at the airport
- Get a sneak preview of the dynamic sculpture to grace the corridor to the second pier
- Check out the MAF dogs' new uniforms



1: A highlight for Don at the airport has been the opening of the airport Marae.

2: Don has been a key figure behind the airport's new welcome experience.

3: Don and Auckland Airport employee Fiona Ho try out a scooter at the first birthday of the airport's green travel plan



A tribute to Don

The end of August sees our very own captain Don Huse flying off into the sunset after five years in the Auckland Airport cockpit. Don has led Auckland Airport with his own particular style and panache, smoothly dialling up or down for the requirements of each unique situation, and carefully treading the delicate line of keeping all the airport's stakeholders happy.

As this is Don's last *Airport Times*, we've taken the chance to ask him to reflect on his time at the controls...

What are the highlights for you?

"A real highlight has been leading a team of committed and talented people, all focused on delivering a world-class passenger experience in an incredibly complex and ever-changing environment. I am proud also of our initiatives to grow the business in all its dimensions, such as increasing our aero, retail and property offerings, the repositioning and rebranding journey we are now on, and of course Te Manukanuka o Hoturoa, our unique airport Marae."

Any lowlights?

"To me, the glass is at least half full on this question! Obviously the ownership distractions of the last couple of years were disappointing professionally. They represented a significant opportunity cost. But, in general, I've only ever seen myself as being fortunate to have had the

wonderful opportunity of 'wearing the jersey' for five years. In the lifespan of Auckland Airport this is almost just the blink of an eye. The goal of any CEO is to leave a company in a better shape than when they arrived. I'd like to think I've achieved that as the leader of a team effort."

What have been the major changes you have noticed?

"The major changes I have noticed are in the people, and in the physical dimensions of the airport in terms of capacity, security and commercial activities. We have leveraged our existing skill-sets, and increased our talent base by bringing new members on to the team. I think our shift from being infrastructure driven to customer driven has also made a big difference, but there is still much to do. It is a never-ending story. We have continued to invest heavily in the future of Auckland Airport in terms of implementing our master-plan and developing our capacity."

What will you miss most and what are you looking forward to the most?

"I'll genuinely miss the interaction with all the people, from the airport team, to our wide range of stakeholders, to our customers. I have to admit I don't like the 'R' word (retirement), so I won't use that! Margie and I intend to make the most of our greater independence and discretionary time. Without going into too much detail, I have some personal interests to pursue. These include governance, not-for-profit, and sporting activities. I also intend

to become one of the perhaps more 'well-informed' regular travellers using Auckland Airport. And of course there will be more time with my family. That's important."

What have been the big lessons you have learnt?

"One of the biggest lessons is the criticality of Auckland Airport to New Zealand's future. Also strongly reinforced has been our responsibility to all of our different communities of interest and stakeholders."

I've also learnt that everything is possible with an accomplished, motivated and well-directed team. For me, this includes the board, management and all the Auckland Airport staff.

I also want to thank my wife Margie for her unstinting encouragement, support and patience. Any demanding career requires family commitment and partnership, and that is not always visible to others. Finally, I want to thank our customers for their continued pride and confidence in New Zealand's gateway. My time as chief executive of Auckland Airport has been a great experience. It's been an extraordinary five years. It has been a privilege. I wish my successor Simon Moutter and the whole airport team all the best for the future."



1: Don, former employee David Hansen, Air New Zealand's airline manager Cheryl Coldicutt, former employees Ted Haughey and Margaret Peacocke at the ground-breaking for the northern runway – October 2007.

2: Trustees of the Te Manukanuka o Hoturoa Marae: Julie Wade, Don, David Hansen and Tony Gollin at the opening of the airport Marae – November 2006.



3: Kiingi Tuheitia and Don – November 2006.

4: Don, Prime Minister Helen Clark and former Auckland Airport chairman Wayne Boyd make an entrance at the 2005 ACI conference – November 2005.

5: Don, former Auckland Airport chairman John Maasland and GM engineering Steve Reindler survey the construction of the new arrivals area – February 2007.



6: Don and South Auckland Health Foundation executive director Pam Tregonning at the opening of The National Burn Centre – June 2006.

7: Don and Minister of Customs Nanaia Mahuta lead kaumatua and distinguished guests to the opening of the new international arrivals area – April 2008



Farewell to Robert & Chris

August also sees the farewell of two other senior executives, chief financial officer Robert Sinclair, and GM property Chris Gudgeon. Robert and Chris both leave with best wishes and thanks for their contribution to Auckland Airport. Robert and his family are moving to the United Kingdom to begin a new international career and lifestyle, and Chris is taking over the CEO role at Kiwi Income Property Trust in Auckland.

8: Don and current Auckland Airport chairman Tony Frankham – February 2008.

9: Don and his lovely wife Margie at the ACI conference – November 2005.

Far right: Maura McPhillips, a long-standing member of Aviation Security's baggage screening team.

Introducing – Maura McPhillips

What keeps someone in a job for 30 years? For Aviation Security's Maura McPhillips it is faith, people and an enthusiastic outlook on life.

Having recently celebrated three decades working for the government agency, Maura believes that being surrounded by good people and her strong Christian faith have kept her motivated and happy in her job.

Maura joined Aviation Security (AVSEC) in Wellington in 1978 and was one of only two women in the team. Six years later she transferred to Auckland Airport, and in 2005 she joined AVSEC's newly formed hold-stow baggage screening team.

She rates her favourite memories of the past 30 years as seeing the Concord fly into Auckland and the Pope's visit in 1986. "I fondly recall swapping security duties for the day of the Pope's visit so that I could at least see him arrive. I ended up being in a photograph on the front page of the New Zealand Herald as the Pope kissed the ground when he stepped off his flight!"

Maura's credits her job for giving her skills that have enhanced her entire life. "Christianity is a huge part of my life and I have travelled around the world doing missionary work for the past 14 years. My job at AVSEC has taught



me how to relate to different cultures in a wonderfully dynamic environment. I now have the confidence and the ability to communicate with people from all over the world, which greatly enhances my missionary work," says Maura.

Maura's work with the church has taken her to India, Indonesia, Singapore, the USA, England and Europe and later this year she will spend three weeks in Malaysia and the earthquake affected areas of China. "When I was younger I used to think that drinking and socialising were fun, but travelling and carrying out missionary work beats the heck out of that!" says Maura.

Right: Artist Konstantin Dimopoulos spent three days installing the rods sculpture in Auckland Airport's international terminal. Passengers will be able to see the work when the second pier opens around October this year.



Sculpture to farewell travellers

An exciting new sculpture will help farewell Auckland Airport travellers when the second pier opens later this year.

The monumental sculpture, nine metres in length and three metres in height, is made up of a series of black and green vertical rods spaced together into a pattern. The work has already been installed in the departure-level corridor that will lead to the second pier – home of the A380 aircraft when they begin flying into Auckland next year.

Kiwi sculptor Konstantin Dimopoulos provided the inspiration behind the artwork and says that the colour and form of the work is created to reflect in some part a map or pattern of New Zealand – the idea of home.

"I believe the sculpture, through its colour, form and shape, reflects an aspect of New Zealand that I strongly relate to.

"It echoes an 'idea' of New Zealand rather than a definitive statement about our landscape," says Konstantin. "Because the free-standing rods move in

the slightest breeze, it is as if the sculpture is in some way waving goodbye to departing travellers and wishing them a safe journey."

The dynamic sculpture is perfectly positioned to sparkle in the afternoon sunlight and will create movement through shadows and reflected light.

"There is an optical illusion quality about the sculpture and the rods appear to open and close as you walk past them. The pounamu green colouring comes and goes with the intensity of the light. Light is definitely an integral part of the piece."

Konstantin is an internationally-acclaimed artist noted for his distinctive rod sculptures. His works are in public and private collections throughout New Zealand and Australia. He is currently preparing to install a public sculpture in the USA.

History on the legendary George Bolt

When you next cruise along George Bolt Memorial Drive on your way to or from the airport, spare a thought for the legendary man after whom the street was named.

Captain George Bruce Bolt OBE was a pioneering New Zealand aviator born in Dunedin in 1893 who was interested in flight from a very early age.

In 1916, Bolt left the South Island and was lured to Auckland to work as a mechanic at the Walsh Brothers Flying School at Kohimarama. He soon became the flying instructor at the flying-boat base.

Bolt is famous for the first airmail delivery in New Zealand and the first business passenger trips in Australasia. He also set many aviation records; including the altitude record of 6,500 feet in 1919 and, in 1918, the non-stop flying record from Auckland to Wellington.

He served with the RNZAF and the RAF during World War Two and in 1944 was appointed chief engineer of Tasman Empire Airways Limited (now known as Air New Zealand), a position he held until his retirement in 1960.

George Bolt achieved world wide respect for his engineering ability, his flying prowess, and his tremendous contribution to aviation in New Zealand. He died in 1963.



Left: Cheryl Coldicutt, Jeanette Carleton, Greg Edmonds, Robyn Deucher and Jill Lane join in the festivities.

Celebrating another year

Rugby players, pavlova and buzzy bees were out in full force at this year's Auckland Airport Airline of the Year award dinner.

Sixty airport representatives turned up for the annual dinner, dressed to reflect this year's New Zealand theme and to vote Korean Air the winner of the 2007 Airline of the Year title.

Guests were entertained by Kiwi comedian Te Radar and a surprise performance by the Three Waiters. The award has been commemorated for the past 15 years with past winners, including Continental Airlines, Emirates and Air New Zealand.

Far left: On Wednesday 27 February 1929 a two-seat Avro Avian arrived in Cambridge, piloted by the famous aviator Captain George Bolt. This photo comes from the Frank Green Collection, which is held in the Cambridge Museum.

Switching into power saving mode

With hydro lakes at low levels, New Zealand is preparing for power shortages and Auckland Airport is taking some practical measures to ensure our country keeps glowing.

The Airport's energy team recently completed a night-time audit of the international and domestic terminals and they are already counting the savings.

The audit has led to a series of simple, no-cost ways of cutting back power consumption – without compromising the comfort or security of those who pass through or work within the airport.

Auckland Airport's sustainability advisor Martin Fryer says most of the measures centre around switching off non-essential lighting, along with encouraging staff to turn off computers, screens and unused appliances.

"It is estimated that these measures alone will save at least 3,600 kWhr per day – that's enough electricity to power about 130 households," says Martin.



greeningtheairport@aki-airport.co.nz



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Far right: If the service centre is closed or you simply just want to drop a small package off without leaving your car, the drive-thru is for you.

Concert treat for arriving passengers

A concert grand piano took centre stage at the arrivals area last month, a publicity stunt to welcome Ian Munro, the Australian adjudicator of the 2008 National Piano Competition.

The usual bustling area of the terminal took on a different tone and was relatively quiet as New Zealand's national piano champion Denny Liu worked his magic on the keyboard, welcoming visitors with concert music. Thanks to some swift identification by airport staff, Denny was alerted of the judge's arrival and switched from concerto to 'Waltzing Matilda' as Ian arrived.

Ian Munro is one of the world's most accomplished pianists. He's travelled and performed in more than 30 countries. "This is very special. I've never been welcomed like this before. It's exciting for me and I can see it is for lots of other passengers too," said Ian.

Right: Denny Liu won last year's National Piano Competition.



Far right: Hours of creative talent went into the outstanding artwork by Nga Iwi Primary.

Celebrating our native tongue

Maori language is an intrinsic part of New Zealand culture and history. Language defines a nation and its people and 'te reo Maori' (the Maori language) helps give Aotearoa its distinct and unique cultural identity. Many New Zealanders appreciate this more when they travel overseas and realise it is part of what makes them uniquely Kiwi.

New Zealanders have been celebrating Maori Language Week since 1975. The week is dedicated to encouraging the use of Maori language and phrases. This year, Maori Language Week ran from 21-27 July and the airport joined in the festivities by encouraging staff to adopt some Maori phrases into their daily life. Staff were encouraged to answer the phone with the Maori greeting



Drop-off and drive-thru courier service

For the ultimate shipping convenience, try the new FedEx drive-thru facility at 4 Laurence Stevens Drive, Auckland Airport. This innovative facility is the first of its kind for the freight industry in the Asia Pacific region.

The drive-thru drop box is available 24-hours a day and packages should be no bigger than 29.5x4.5 cm, or tightly packed small FedEx boxes.

The service centre is open from 8:30am to 5:30pm on weekdays, and 8:30am to 11:30am on Saturdays. Call the customer service team on 0800 733 339 for further details.



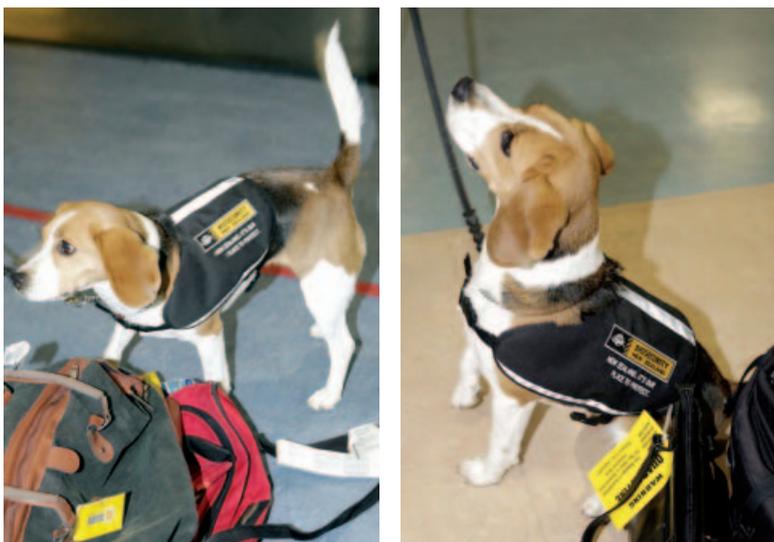
'kia ora', commend colleagues with the phrase 'ka pai' (well done) and to generally 'kia kaha ake' (give it a go).

The appetites of over 100 staff were suppressed at Te Manukanuka o Hoturoa Marae with a delicious hangi and local Nga Iwi Primary School pupils helped join in the festivities, displaying stunning Maori artwork in the international terminal. Children from the school also entertained passengers in the international arrivals area with their choir and 'kapa haka' (maori performing arts) group.

A better forecourt

You may have noticed that a major reconstruction of the international terminal forecourt is well under way. Once completed in September, the area will streamline traffic flow and be on a par with international traffic modelling best practice. It will provide shorter

turnaround and easier drop-offs, more convenient access to transport for arriving passengers, and ensure greater safety and control over the transport and taxi flow for the airport.



Far left: Stylish beagle Piper shows off her new uniform as she works hard to protect New Zealand's border at Auckland Airport.

Uniform goes to the dogs

It's not just confiscated fruit that is turning heads in the arrivals area – but a stylish new uniform worn by the four-legged members of MAF Biosecurity New Zealand.

The canine detector programme's 19 beagles stepped out in their uniforms last month and are now sporting black jackets complete with reflector strips, the new MAF Biosecurity New Zealand (MAFBNZ) logo, and the slogan "New Zealand – it's our place to protect."

As part of a national MAFBNZ rebranding that began last year, the beagles are the first 'front-line' staff members to have new uniforms, and they have been well received by staff and the public.

"We needed a uniform to make the dogs more visible to travellers," says Janet Williams, canine operations supervisor. "They have to be easily distinguishable from the drug dogs which is why they clearly have MAF Biosecurity New Zealand on their new jackets."

"We want all travellers and New Zealanders to take a lead in protecting New Zealand. Making the beagles more visible is a great last minute reminder to travellers to remove any fruit, meat, plant or animal products that may be in their bags."

The jackets, designed by the MAFBNZ Detector Dog Programme, are a cotton/polyester blend and were carefully crafted to be comfortable for the dogs who work 11-hour days on a four-day on, four-day off roster.

Auckland voted second best airport in Australia and Pacific region

Auckland Airport continues to be award winning. The airport has been ranked the second best airport in the Australia and Pacific region in the 2008 independent Skytrax Awards, with only Brisbane Airport receiving a higher ranking from within Australia, New Zealand or the Pacific.

Auckland Airport's chief executive Don Huse said "It is very rewarding that the enormous amount of work we all put in is appreciated by the people who most matter – the travellers. We compete in a global environment and we need to continually raise our standards."

The global survey is conducted by aviation research organisation Skytrax, with more than 8.2 million questionnaires completed. Passengers rated more than 40 categories including check-in, baggage collection, cleanliness, staff courtesy, shopping and security.

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Physiotherapist

Shirley Lamont, the physiotherapist at Flying Fit Health Club, has left the airport. Shirley is continuing to work part-time in the eastern suburbs and can be contacted on 021 621 378.

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

Airworks operations centre	275 5981
Air Chathams	03 305 0209
Air National	256 2100
Air New Zealand	256 3584
Great Barrier Airlines	275 9120
Mountain Air	256 7025
Pacific Blue	256 6921
Qantas Airways	256 7652
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
Freedom Air	0800 600 500
Garuda Indonesia	256 8260
Japan Airlines	379 3202
Korean Air	256 8322
KLM Royal Dutch Airlines	302 0854
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
Asian Express Airlines	976 2977
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 NZ Ltd	256 0999
Emirates SkyCargo	256 8305
Exel	256 5000
EZI World Cargo	256 1107
Federal Express	256 5330
Fliway Group	279 5200
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 forward	257 1810
Origin Air Freight	256 6537
Pace Air Services – next flight services	257 1818
Priority Fresh	255 0841
Qantas Freight	275 1019
Skylink Worldwide	257 0016
TNT Express	0800 275 868
UTi New Zealand Ltd	255 1100
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

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	256 1700
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

Aviation Country Club	275 6265
Aviation Country Club Bistro	275 6265
Aviation Golf Course (starter)	275 4601
Airport Lollipops Educare	275 0888
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
Maui & Britz Campervans	275 4748
Thrifty Car Rental	256 8455
USave Car & Truck Rentals	256 9430
Your Car Rental Services	275 9473

SHOPPING AND DINING

Airport Shopping Centre	
Acorn Café	256 6518
Airport Pharmacy	257 3000
BNZ	256 8754
Digital Mobile	275 4948
Foodtown	256 2128
Outlet Store	275 3115
Postie Plus	275 0123
Sheridan Linen	275 7057
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	
Whitcoulls	256 8216
Food and Beverage	
Bach Café	256 8570
Dunkin Donuts	257 4441
Espresso Plus	256 8562
Hayama Sushi & Noodles	256 6516
River Café	256 8570
Tank Juice	257 2043
The Ranges	256 8566
Wishbone	257 0193
Velluto Café	256 8570

Services

Travelex	256 6536
Visitor Information Centre	256 8480
Speciality and Gifts	
beachculture	256 9396
Carri-On	257 4604
NZ & Beyond	257 4600
Sunflowers Florist	275 9330
Sunglass Hut	257 0149
Time Out	525 0200

International terminal

Accessories	
Guess	257 5802
Sunglass Hut	257 0149
Sunglass Hut/Watch Station	256 8041
Tie Rack	256 6190
Vodafone Rentals	275 8154
Books, Magazines and Music	
Whitcoulls	256 8212
Fashion	
Acidas	257 3366
beachculture	275 2346
Bendon	256 1153
BOONZ in New Zealand	256 9300
Merino Discovery	256 6198
Rip Curl	275 8371

Food and Beverage

Café Down Under	256 8468
Café Espresso	256 8703
City of Sails	256 8476
Hayama Sushi & Noodles	256 6200
Jean Batten Foodcourt	256 8669
Kiwi Café & Bar	256 8418
McDonald's	255 0921
Spinnaker Bar	256 8791
Subway	257 5416
Tank Juice	257 4110
The River Café	256 8578
General Duty Free	
Choc Stop	256 6214
DFS Galleria	257 3555
Regency Duty Free	256 7480

Services

Airspace	256 8113
Flight Centre	275 5423
Massage Café	256 6906
Seal 'n' Secure	256 8769
Travelex	256 6463
Visitor Information Centre	275 6467
Souvenirs	
Global Culture	275 3744
Made In New Zealand	256 8592
Speciality and Gifts	
Airways Florist	275 1079
Artport	256 8087
ChocoVino	256 7545
Kiwi Discovery	256 6195
Nature's Window	256 8045
Oceanic Arts	256 8519
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
Firestone Direct	275 0555
Harriman Signs	275 7809
ImpEx Personnel	256 6590
J A Russell Electrical & 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
The Truck Cleaning Company	256 7015
Travel Agents Travel Service (TATS)	256 7050
Vehicle Testing New Zealand	257 2180

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Copy for the September edition to be in by 15 August please!

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