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# plane talk

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Adelaide Airport Limited | Community News | May 2017

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# Managing Director's Report

If the past few months are a guide to the year ahead, we're in for a big 2017. This issue of Plane Talk is packed with new routes, new aircraft, new technology, new retailers and new awards.

It's hard to know where to start. But for the aviation enthusiasts among us, a highlight has to be Air New Zealand's announcement that it will start flying the Dreamliner – Boeing 787 – between Adelaide and Auckland from October. And in case you're wondering – attracting an A380 service is very much on our wish list.

Shortly after our previous edition of Plane Talk went to print in December, we were delighted to hear that Fiji Airways would begin flying between Adelaide and Nadi from June this year, bringing the number of direct international destinations to nine.

Meanwhile, we've had further good news from our existing carriers, with Qatar Airways to return to a daily service, Cathay Pacific adding a permanent fifth weekly service and China Southern to upgauge to a larger Airbus A33B aircraft.

With the raft of new services, it's perhaps no surprise we broke through the 8 million passenger barrier in 2016, although it was a close run thing with the 8 millionth passenger passing through on New Year's Eve.

Back on the ground, there are exciting times ahead with plans for an expansion of the terminal taking shape. A big focus of this expansion is the upgrade of our international facilities, given the extraordinary growth we have been experiencing in recent years. In the meantime, we've been quietly getting on with preparatory works, notably the demolition of the northern vehicle ramp adjacent the terminal.

Within the terminal, we've renewed our partnership with world-leading air transport IT and communications specialist, SITA, which will see the progressive roll out of common-use self-service products such as bag drop and check-in kiosks.

It's often the things that customers don't see that are the most crucial in the successful operation of an airport. To that end, we were excited to reach agreement with global travel technology specialist, Amadeus, to introduce Australasia's first fully automated airport management system.

This system will streamline management of aircraft parking, boarding gates, check-in desks and customer information. Combined, they will make our customers' journey through the airport just that little bit easier.

It's great to receive recognition for the hard work that our staff undertake throughout the year. In this edition you can read about international awards for both our business development team and environment team.

Finally, I would like to welcome the newest member of our senior management team, Executive GM for Property James Sangster. He is highly experienced in the commercial property sector and will have carriage of our vision to create our new Airport Business District. Please don't hesitate to contact James and his team if you're interested in being part of this exciting development.

Mark Young



**Managing Director  
Adelaide Airport Limited**



# Dreamliner Adelaide bound

Air New Zealand has announced it will begin flying the Boeing 787-9 Dreamliner aircraft to Adelaide from October 2017, significantly increasing capacity on the Adelaide – Auckland route as well introducing a range of premium seating options.

The introduction of this popular new state-of-the-art aircraft will see the airline increase capacity between Adelaide and Auckland by up to 23 per cent over the peak season (26 October 2017 – 25 March 2018). It will also see the airline offer Business Premier and Premium Economy on this route for the first time.

Air New Zealand Chief Revenue Officer Cam Wallace said the introduction of scheduled Dreamliner services for the first time is significant for the South Australia market.

“This change is really going to enhance the experience we offer our customers travelling between South Australia and New Zealand as well as onto our North and South America destinations, with more choice about when and how they fly,” Mr Wallace said.

These changes complement the investment Air New Zealand has been making on the ground where the airline recently became the first to offer self-service kiosks at Adelaide Airport, improving the check-in experience for customers.

Air New Zealand will operate a combination of Boeing 787-9 Dreamliner and Airbus A320 aircraft between Auckland and Adelaide over the peak season.

Adelaide Airport Managing Director, Mark Young, said it was exciting to see Air New Zealand choosing to fly the Boeing 787 Dreamliner - one of the most state-of-the-art passenger jets – between Adelaide and Auckland from October.

“This announcement will see an increase in capacity, and will offer Business and Premium Economy on this important route that also links with the US west coast,” Mr Young said.

“The Dreamliner offers the first wide body cargo capacity between the two cities to facilitate exports directly across the Tasman. It follows on from Qatar Airways operating the brand new Airbus A350 as of last year.”



# Construction ramps up as ramp comes down

The disappearance of the old 'up ramp' to Level 2 of the terminal has signalled the start of the next exciting phase in the future of Adelaide Airport.

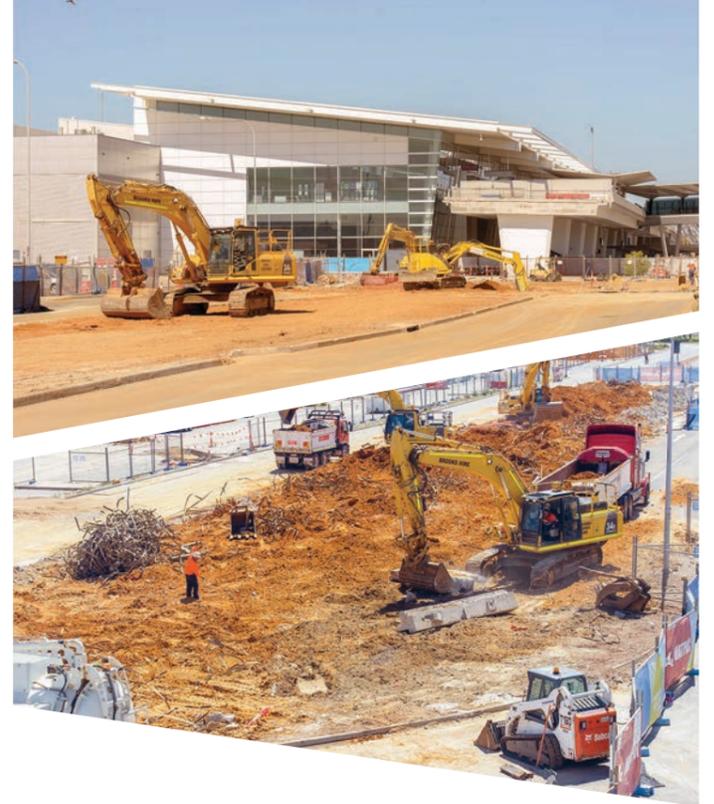
The demolition of the ramp is part of a range of preliminary infrastructure works being undertaken to the north of the terminal, paving the way for intended future projects.

"We are getting 'development ready' for future infrastructure works," Managing Director Mark Young said.

"As outlined in our Master Plan, uses for the site may include terminal expansion including more international facilities and baggage handling, airline lounges, retail space, ground transport and additional aircraft apron parking.

"Most of the ramp has been demolished, although the top portion has been retained to allow direct integration between the terminal and the hotel development which is underway and due for completion in late 2018."

Planning and design work for proposed future infrastructure projects are ongoing.



## Cathay adds fifth weekly service

South Australia is getting another boost to the tourism and export market with the return of Cathay Pacific's fifth weekly service from 6 July 2017. The additional flight will see the premium airline increase its capacity on the route by 25 per cent and brings the weekly number of seats to 2,500 as well as adding space for 15 tonnes of cargo.

Cathay Pacific Airways Southwest Pacific General Manager, Nelson Chin, said the airline had seen increased numbers of tourists into Adelaide from mainland China, as well as South Australians taking advantage of the one-stop connections via Hong Kong.

"Our relationship with the South Australian Tourism Commission in promoting South Australia in Hong Kong, mainland China and other key markets is very strong," he said.

"And of course we are thrilled to be the official international airline partner to Port Adelaide Football Club and we are looking forward to an historic game in Shanghai on 14 May," he added.

Adelaide Airport Managing Director, Mark Young, said the decision was great news for international travellers.

"Our customers have clearly shown their support for Cathay Pacific's same-day connections to mainland China and this will provide further options for passengers as well as South Australian exporters," Mr Young said.

The additional flight also means an increase in capacity for freight from South Australia including meat, chilled dairy and seafood being exported around the world.

The extra service departs Adelaide on Wednesdays at 6.25am, arriving in Hong Kong at 1.45pm (local time).





# Bula! Adelaide Airport welcomes Fiji Airways

Fiji Airways will launch a new direct service between Adelaide and Nadi from June this year.

The new service will operate twice a week during peak season from 30 June. It will utilise a Boeing 737 offering economy and business class seating options.

Services from Nadi on FJ961 will depart at 4.30pm and arrive in Adelaide at 8.30pm on Monday and Friday.

Services from Adelaide on FJ960 will depart at 10.00pm on Monday and Friday and arrive in Nadi at 5.35am the following morning (all times local).

Adelaide Airport Managing Director, Mark Young, said Fiji had always been a hugely popular destination with South Australian travellers, and Fiji Airways' new link would make it even more attractive.

"This creates another one-stop connection with the US West Coast with the added bonus of being able to stopover in beautiful Fiji," Mr Young said.

"South Australia's strong Fijian community will also benefit from a direct link with Nadi bringing them closer to their family and friends.

"Fiji Airways is an airline partner of Qantas, which means Qantas Frequent Flyers can earn and use points on this service."

South Australian Tourism Minister, Leon Bignell, said the new service was more good news for the State's booming \$6 billion visitor economy as airlines from around the world picked Adelaide as a global destination.

"In the past 12 months more than 50,000 US visitors came to SA, and Fiji Airways will provide even more options for visitors from the United States to travel to South Australia," Mr Bignell said.





# China Southern upsizes ... and Qatar back to daily

China Southern will 'upgauge' the Airbus aircraft it flies into Adelaide from an A332 to an A33B from June this year.

For the non-aviation enthusiast, that means a bigger model of the A330, offering 41 more seats per flight.

Meanwhile, Qatar Airways will return to a daily service between Adelaide and Doha from 2 December, 2017.

The airline started with a daily service when it first arrived in Adelaide in May last year, but reduced the service to

five times a week later in the year due to lack of aircraft availability across its fleet.

However, Qatar Airways has made good on its promise to return to a daily service as a result of better aircraft availability.

Adelaide was the first destination in Australia to welcome into service the new Airbus A350 when Qatar Airways commenced the service last year.



# New Executive GM for Property

Highly respected property professional, James Sangster, has taken up the position of Executive General Manager Property at Adelaide Airport at an exciting time for property and infrastructure development.

James was most recently Senior Property Manager for the Peregrine Corporation overseeing the company's diverse commercial portfolio. He was also Real Estate Management Director at Colliers International for five years, and previously spent close to two decades in London mainly working with one of the UK's largest property companies, Telereal Trillium.

Adelaide Airport Managing Director, Mark Young, said James' appointment comes at an exciting time for the company, as it looks to implement its 30-Year Vision for growth including the creation of a new Airport Business District.

"James has a strong knowledge of the local and national commercial property market, backed by a wealth of international experience," Mr Young said.

"He will be in charge of expanding and consolidating our property interests at both Adelaide and Parafield airports.

"James joins us at a time of significant infrastructure investment including the creation of our new Airport Business District, which will be a globally connected, next generation hub with designated industry clusters."



Meanwhile, Brenton Cox's role has been expanded to become Executive General Manager Finance and Corporate, including the Chief Financial Officer function. He will continue to manage the Adelaide Airport teams responsible for risk management, WHS, environment, sustainability, legal, company secretarial, corporate affairs and aviation business development.

# Routes Asia Business Development Award

Adelaide Airport has won a prestigious marketing award at the Routes Asia 2017 aviation conference in Japan in March.

Adelaide was named best airport in the 4-20 million passenger category at the Routes Asia 2017 Marketing Awards at a ceremony in Okinawa, Japan.

The annual Routes Marketing Awards recognise excellence in airport and destination marketing. Airlines vote for the marketing services that support the successful launch of new routes or the development of existing ones, making them highly regarded in the aviation industry.

Adelaide Airport's award submission was built around attracting three new international routes and two new domestic routes in 2016, while also being announced as host of World Routes 2019, which will attract the top airlines and airports from around the world to Adelaide.





## Fringe at the Airport

One of the world's biggest festivals, the Adelaide Fringe, is held here in South Australia and Adelaide Airport has been a proud supporter of the event for the past 10 years.

Annually thousands of local, interstate and overseas artists converge on the city for the event with many passing through the airport on their way to the Festival.

As part of Adelaide Airport's partnership, 'Fringe at the Airport' was held on Friday afternoons to showcase to visitors what's happening in the State.

The Adelaide Airport is excited to partner with Adelaide Fringe and looks forward to seeing it grow in the future.

## Adelaide scores gold for green

ACI Asia-Pacific has announced Adelaide Airport as a 'Gold' recipient in the ACI Asia-Pacific Green Airports Recognition for 2017 in the 'Under 25 million passenger' category.

The award recognises airports that demonstrate their commitment in achieving outstanding accomplishments in environmental projects.

The Green Airports Recognition was established by ACI Asia-Pacific with the support of ACI Asia-Pacific Regional Environment Committee. The Recognition's objective is to promote environmental best practices to minimise aviation's impact on the environment and to recognise ACI Asia-Pacific airport members who have outstanding accomplishments in their environmental projects.



# New self-service kiosks, bag drop

World-leading air transport IT and communications specialist, SITA, is providing smart new passenger and airport operational technology at Adelaide Airport after renewing its partnership with the airport in November last year.

Passengers at Adelaide Airport will enjoy new self-service bag drop and check-in kiosks, while SITA's day of operations technology will ensure optimised airport operations.

SITA has provided technology to Adelaide Airport for more than 10 years. The new 5-year contract includes a move to common-use self-service (CUSS), which allows passengers to use self-service for any airline, at any check-in kiosk or bag drop point. In total SITA will provide 32 check-in kiosks and 14 bag drop units.

As part of the technology investment for the future, Adelaide Airport will use SITA's AirportPulse. This 'day of operations' technology includes a business intelligence portal which provides end-to-end visibility of what's happening in the airport at strategic and operational levels.

Adelaide Airport's Executive General Manager, Planning and Infrastructure, Vince Scanlon, said the airport continued to look for ways to deliver exceptional outcomes to customers, partners, shareholders and community.

"SITA is providing us with world-class technology that will improve the experience at the airport. Passengers will enjoy efficient bag drop and check-in while the data collected will turn information into knowledge and allow us to focus on what matters for improved performance," Mr Scanlon said.

The increased focus on using data to enhance operations will allow Adelaide Airport to be proactive, and predict and identify imminent adverse conditions before they happen. AirportPulse makes sense of data to drive operational efficiencies and improve customer experience.



Ilya Gutlin, SITA President, Asia Pacific, said SITA had been Adelaide Airport's technology partner for over a decade.

"During that time we have worked with the team to contribute to its growth and success. Over the coming years we will continue to seamlessly transition Adelaide to the latest innovative technology that supports the vision of Adelaide Airport becoming a top tier business centre in the Asia Pacific region," Mr Gutlin said.

# Adelaide Airport reaches 8 million passengers in 2016



Adelaide Airport welcomed its 8 millionth passenger in a calendar year for the first time in 2016, achieving the milestone on New Year's Eve.

The total number of international, domestic and regional passengers for 2016 was 8,007,000, up 2.5 per cent on the previous year.

The biggest increase was international passengers, with an additional 50,000 people traveling overseas in the past year. This has been on the back of the introduction of Qatar Airways services in May and China Southern in December, and new domestic services to Avalon and the Sunshine Coast.

Adelaide Airport Managing Director, Mark Young, said there were positive signs for further strong growth as China Southern established its market and Fiji Airways started flying to Nadi in June 2017.

"It's great to reach a milestone like this. We estimate the 8 millionth passenger would have been flying in or out of Adelaide early afternoon on New Year's Eve," Mr Young said.

"That equates to close to 22,000 passengers per day on average, or nearly 1,300 passengers per hour of operation (6am – 11pm).

"Adelaide Airport has come a long way in a relatively short time, particularly since the opening of the new terminal just over a decade ago.

"There are positive signs for future growth, and importantly we are continuing to upgrade facilities to cater for that demand.

"Our next likely milestone will be to hit 1 million international passengers per year, and there is a good chance we'll reach that mark in the course of the 2017/18 financial year."

International passenger numbers in 2016 were 924,000 – up 5.9 per cent. Domestic and regional passenger numbers increased to 7,083,000 – up 2.1 per cent.

## dnata opens new freight facility

One of the world's largest air services providers, dnata, has opened a new airside cargo facility at Adelaide Airport that will provide convenient and flexible storage options for cargo in the South Australian market.

The 1,500 square metre facility has the capacity to handle up to 80 tonnes of cargo per day and will provide cargo storage for both export and import products. Previously, dnata supported the South Australian cargo market from a 400sqm off-airport facility, which included interstate trucking services.

Developed from an existing cold store facility, dnata's new cargo facility is designed to support future growth for both new and existing airlines to meet increasing demand for South Australian exports and imports. The facility has the ability to provide faster cargo handling, is fully OTS and TSA accredited for security screening, and includes refrigerated and ambient temperature product options.

CEO of dnata Australia, Daniela Marsilli, said customers had been calling for an airside facility and the company was pleased to be able to meet this need.

"It has been a significant investment for us and we are committed to growing our business in Adelaide by opening this tailor-made, expansive airside facility," she said.

The insulation in the walls of the storage facility is nearly 25cm in width, ensuring the temperature within the general area of the facility remains between 15-25 degrees Celsius, while the freezer rooms are able to hold cargo at as low as minus 18 degrees.

The facility meets Customs, Quarantine and Office of Transport Security regulations, and will see dnata located



the closest to the passenger terminal and new freighter apron at Adelaide Airport, enabling quick movement of cargo.

The investment and development of the facility has already seen dnata increase business in Adelaide, currently servicing Qatar Airways, China Southern Airlines and Virgin Australia.

# Amadeus to roll out Australasia's first fully automated airport management system

Adelaide Airport and global travel technology specialist, Amadeus, will be rolling out Australasia's first fully automated airport management system over the coming year.

The airport will replace its key operational IT systems with automated and scalable systems provided by Amadeus. These sophisticated aeronautical airport data management systems are the first cloud hosted systems in Australasia and this partnership will position Adelaide Airport as a leader in airport operational data management.

The agreement to roll out Australasia's first cloud hosted airport management system will see the implementation of three Amadeus Airport Solutions in Adelaide Airport: Airport Operational Database; Airport Fixed Resource Management Solution; and Flight Information Display System.

Adelaide Airport's Executive General Manager Customer Service, David Blackwell, said Amadeus' cloud based technology would streamline management of aircraft parking, boarding gates, check-in desks, customer information and other mission critical airport terminal services.

"The beauty of the Amadeus fully automated technology is it allows us to better prepare for the day ahead. We can plan further in advance to meet the demands of check-in, baggage handling, gate allocation and customer information, and we can react quicker to last minute changes," Mr Blackwell said.

"It looks at everything from air traffic control data through to current check-in demand and finds an optimal solution that ultimately provides a more seamless experience for our customers from check-in until they board their flight.

"The fully automated system removes the need for current manual checking and data input currently undertaken by our terminal operations team when planning for the day's operations, and which leads to better on-time performance. It can take into account flight disruptions, busy holiday periods or 'special event' demand such as when the Tour Down Under or Clipsal 500 are on.

"For example, under the old system if there were network delays due to storms say, in Sydney, we might only realise at short notice that a flight has been delayed or an airline has swapped from a 737 to an A330, which requires us to reallocate gates, and which in turn may inconvenience passengers.

"This new system will pick up these changes much quicker, and therefore we can react quicker in real time and let our customers know sooner via our flight information displays of changes to gates or departure times."

Mr Blackwell said the Amadeus technology was also about 'future-proofing' the airport as it became busier and busier.

"We will be able to adapt a lot easier to the increased workload. It will also be particularly useful as we prepare to expand the main terminal, during which time we'll need to be more flexible to work around the temporary reduction of facilities during construction," he said.





# Retail changes with a luscious flavour

Popular doughnut maker Krispy Kreme will be opening its newest SA store at Adelaide Airport this month.

Not that long ago, Krispy Kreme was a common sight in the airport – being carried by customers bringing back boxes of glazed doughnuts from interstate because there were no stores in South Australia.

Now you can buy as many glazed gourmet doughnuts as you like at the airport either before or after your flight.

The new store will be located on the ground floor adjacent the domestic baggage carousels.

A number of other retailers at Adelaide Airport have undertaken facelifts. Cocolat, CIBO and Cafe Terra Rosa have all completed refurbishments.

Travellers heading overseas can now find new retail offerings post Immigration processing – including the Colonel Light Corner Store, and an updated Aelia Duty Free soon featuring Icons SA and Sunglass Hut.

# New iconic images greet arriving travellers

Adelaide Airport has updated the stunning glass façades that greet passengers when they first walk through their arrivals gate.

The new artworks reflect some of the iconic features of South Australia - from tourism and education to research and defence. They include depictions of Adelaide Oval, the SAHMRI building on North Terrace and the Adelaide Central Markets.

The original images were provided by the SA Tourism Commission, and are aligned with their national and international campaigns.

