

plane talk

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MD'S COLUMN

I've mentioned previously in this space that patience and perseverance are essential qualities for success in the aviation industry.

Once again this has proven to be true. For a number of years, Adelaide Airport has been mounting its business case for a hotel at Adelaide Airport. That hard work has finally paid off.

I was delighted to join Event Hospitality & Entertainment CEO, Jane Hastings, and Premier Jay Weatherill in marking the start of construction on the new \$50 million, 165-room Atura Hotel, being built directly adjacent the main terminal. We look forward to the first guests checking-in sometime in late 2018.

This is just the start of our vision to create an Airport Business District that will connect seamlessly with the terminal and the new hotel. We also look forward to being able to announce exciting news about our planned terminal expansion later in the year.

The good news keeps coming on the airline front. In the past few months alone we've celebrated the arrival of the inaugural Fiji Airways flight from Nadi, congratulated Cathay Pacific on introducing a fifth weekly direct flight to Hong Kong and welcomed QantasLink's announcement of flights to Kangaroo Island starting in December.

While news out of Adelaide Airport tends to dominate the pages of Plane Talk, there's a notable shift in focus to Parafield Airport activities in the second half of this year.

We are in the middle of the public consultation phase for Parafield Airport's 2017 Preliminary Draft Master Plan. This is the airport's primary planning document, which sets out forecasts for both aeronautical and non-aeronautical activities over the next five years, with a planning horizon out to 20 years. Our relationship with the local community and other key stakeholders is vitally important, and I urge anyone with an interest in our activities to have a read of the Master Plan and provide feedback.

Parafield Airport also reaches a significant milestone in October, with the celebration of its 90th anniversary. Parafield was Adelaide's first civil aerodrome and our main airport for 28 years before the opening of Adelaide Airport in 1955.

Amidst the daily rush of a busy international airport, it's great once in a while to witness the joy that we can bring people less fortunate than ourselves. That was certainly the case when a group of 'Little Heroes' were given a special tour of Adelaide Airport at Easter time, including the opportunity to sit in the cockpit of a Qantas 737. The Little Heroes Foundation does a fantastic job in supporting seriously ill children and their families, and we were delighted to have an opportunity to help out.

The second half of 2017 has plenty in store. Just a couple of highlights include the arrival of our first scheduled Boeing Dreamliner service - operated by Air New Zealand - and the planned opening of Guide Dogs' pet hotel adjacent Harbourtown.



ATURA HOTEL CONSTRUCTION TAKES OFF

Construction has started on the new \$50 million, 165-room Atura Hotel at Adelaide Airport. Premier entertainment, hospitality and leisure company, Event Hospitality & Entertainment Ltd (EVENT), will develop and operate the seven-storey design-driven hotel directly adjacent the domestic and international terminal.

Event Hospitality & Entertainment Chief Executive Officer, Jane Hastings, said the company was thrilled to deliver Atura Hotels to South Australia.

“Atura will provide the 8 million passengers flying into Adelaide each year the opportunity to experience the Atura philosophy of value driven urban design, quality food and beverage, and great local hospitality,” she said.

Anticipated to launch in the December 2018 quarter, the hotel is being developed under EVENT’s multi award-winning Atura brand and will feature a restaurant and bar, a business centre, flexible function and meeting spaces, plus a port-cochere for guest drop off and collection.

Urban, industrial and design-inspired, Atura’s signature free-flowing communal spaces will be a key design feature at the hotel. The restaurant, bar, lobby and general public spaces will integrate seamlessly with the airport terminal and can be accessible by all travellers, not just hotel guests. A walkway will directly link the hotel with the airport’s Level 2 domestic and international check-in area.

It is estimated 350 construction and related jobs will be created during the construction works. Under the direction of its experienced local team in Adelaide, national construction group Built has been appointed as the major contractor on the project, having delivered EVENT’s first Atura Hotel in Blacktown and QT Hotels and Resorts across Australia.

Adelaide Airport Managing Director, Mark Young, said the Atura Hotel would be a focal point of the airport’s long term vision to create an easy, seamless connection between aeronautical activities and its planned Airport Business District.

“More than 8 million people fly in and out of Adelaide Airport each year, and many of our customers have indicated they would welcome the convenience of an airport hotel to enable catching early morning flights after meetings or conferences,” Mr Young said.

“There are more than 8,700 people directly employed on the airport and many business people fly to Adelaide to conduct business solely at the airport. We expect demand to grow as passenger numbers continue to increase, and we develop our Airport Business District infrastructure and expand our terminal facilities.

“We believe the Atura Hotel offers a real point of difference to the airport precinct. It’s great to see construction underway and we look forward to welcoming the first customers late next year.”

Premier of South Australia, Jay Weatherill, said the hotel construction was further evidence that South Australia was an attractive investment destination.

“Adelaide Airport is the nation’s fastest growing international airport with the recent additions of airlines such as Qatar Airlines, China Southern Airlines and Fiji Airways and I’m pleased to welcome Atura Hotel,” he said.





FIRST FIJI AIRWAYS FLIGHT TOUCHES DOWN IN ADELAIDE

Adelaide Airport has welcomed the start of Fiji Airways' new Adelaide - Nadi service, with the first flight touching down on June 30 and welcomed with the traditional water cannon salute.

The new service operates twice a week during peak season, utilising a Boeing 737 offering economy and business class seating options.

Services from Nadi on FJ961 depart at 4.30pm and arrive in Adelaide at 8.30pm, Monday and Friday. Services from Adelaide on FJ960 will depart at 10.00pm, Monday and Friday, and arrive in Nadi at 5.35am the following morning (all times local).

Adelaide Airport's Head of Aviation Business Development, Jonathan Cheong, said there had been strong early interest in the new destination, with South Australians welcoming the direct flights rather than having to travel via the eastern states.

"Fiji has always been a hugely popular destination with South Australian travellers, and Fiji Airways' new link now makes it even more attractive," Mr Cheong said.

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

"The new services have been embraced by South Australia's strong Fijian community, who are excited about the 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."

Tickets can be purchased through the Fiji Airways website, www.fijiairways.com, or by calling the Fiji Airways Worldwide Reservations Centre on 1800 230 150.



SURPRISE VISIT BY AIR NZ DREAMLINER

Air New Zealand flew in a surprise visitor in late July, with the Boeing Dreamliner - one of the world's most advanced passenger aircraft - making its debut appearance at Adelaide Airport. The flight was part of a special travel trade visit, while local eagle-eyed aviation enthusiasts were also on hand to witness the arrival.

Air New Zealand says it's a "taste of things to come" for when this newer, bigger aircraft starts regular flights between Adelaide and Auckland from October 26.



PARAFIELD AIRPORT MASTER PLAN CONSULTATION UNDERWAY

HAVE YOUR CAKE AND EAT IT

Parafield Airport has released its 2017 Preliminary Draft Master Plan (PDMP) highlighting its plans for growth, jobs creation and sustainable economic development.

The Master Plan provides a vision for the development of the Parafield Airport for the next 20 years with a detailed focus on the next 5 years.

Parafield Airport Managing Director, Mark Young, said the airport has continued to grow, with an additional 344 full time jobs and a further 177 off-airport related jobs since 2011.

“The Parafield Airport Master Plan forecasts that in the next five years, with the development of aviation training and commercial developments, the numbers of jobs on the airport will increase by a further 750 people,” Mr Young said.

“This continued growth is providing local job opportunities and a significant contribution to the northern Adelaide region. In 2016, Parafield Airport contributed \$162 million towards the State’s economy and provided for 1688 full time jobs.”

The Master Plan indicates the forecast for aircraft movements in 20 years (2037) has not changed significantly from the forecasts outlined in the 2012 Master Plan.

The number of aircraft movements in 2016 varied by only 0.1 per cent from the average of the previous 5 years, partly reflecting the fact that flight simulators are now used more extensively for pilot training.

Parafield Airport will continue to look at ways to minimise the impact of aircraft noise on local communities by working with the training schools, AirServices Australia and local councils, while always having regard to the safety of flying operations.

The 2012 Parafield Airport Preliminary Draft Master Plan is on public display for a period of 60 business days. Written submissions can be made in writing to Parafield Airport Ltd by email – PALmasterplan@aal.com.au or post to Building 18, Tigermoth Lane, Parafield Airport 5106. All submission must be received by the closing date of Wednesday 18 October, 2017.

Copies of the Master Plan can be viewed at Parafield Airport, Adelaide Airport and City of Salisbury offices, or on the website at www.parafieldairport.com.au.

Every good airline launch deserves a great cake, and the Fiji Airways launch was no exception. In fact, the stunning creation by local decorator, Heidelberg Cakes, scored Adelaide Airport and Fiji Airways the coveted international ‘Cake of the Week’ award from global airline advisory service www.anna.aero.

The cake was created in the shape of a boarding pass, and featured a mix of tourism icons for South Australia and Fiji, with wine and a koala on one side, and palm trees and a ukulele on the other.

While the award itself may be seen as a little tongue-in-cheek, there’s usually fierce competition from airports and airlines around the world and a certain level of prestige in producing the best cake.





QANTASLINK HOPPING TO KANGAROO ISLAND

QantasLink has announced it will launch flights between Adelaide and Kangaroo Island from December.

Flights from Adelaide will commence on 4 December, operating three times per week year-round, and increasing to five times per week over the peak summer season through to Easter.

The 35-minute service, using a Dash-8 50 seat Q300, will depart Adelaide at 10.40am while return flights will depart Kingscote at 11.45am on Monday, Wednesday, Thursday, Saturday and Sunday.

QantasLink Chief Executive Officer John Gissing said the new route was great news for travellers and a win for tourism.

“We’re excited to be adding a new destination to our network, and we look forward to encouraging Australian and international travellers to explore all that Kangaroo Island has to offer,” Mr Gissing said.

“Kangaroo Island is just a short hop away from the mainland. With natural beauty and unique wildlife, the island has huge potential for growth as a tourism destination and is a fast-growing premium travel market.

“I’d like to acknowledge the support of the South Australian Government, Adelaide Airport and the Kangaroo Island Council in helping make these new services possible.”

Adelaide Airport Managing Director, Mark Young, said the new QantasLink service, which will operate in addition to the existing REX Airlines service, will significantly improve access to Kangaroo Island for both tourists and island residents.

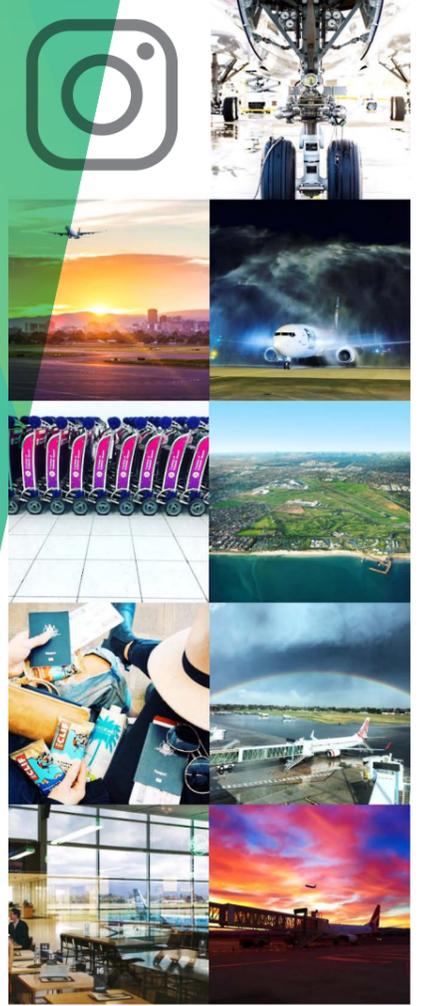
“Kangaroo Island is a must-see destination for visitors to South Australia. It’s truly one of the most spectacular places to visit in Australia due to its rugged landscape and abundance of wildlife,” Mr Young said.

“We’re confident the new QantasLink service will further lift the profile of this amazing destination and attract more travellers from around the globe.

“We also believe the new service will act as a gentle reminder to people who live in South Australia that they have an internationally-recognised destination on their doorstep and that they should look local for their next holiday.

“The short flight to Kangaroo Island also offers stunning views of the south coast, Fleurieu Peninsula and across Backstairs Passage.”

REX Airlines currently operates return services up to three times daily between Adelaide and Kangaroo Island.



NEW BODY SCANNER TRIALLED

AIRPORT LIFE ON INSTAGRAM

Adelaide Airport has conducted a month-long trial of a high-speed full body scanner to help passengers clear the central security screening point faster.

The Rohde & Schwarz Quick Personnel Security Scanner can complete a scan in a matter of seconds, automatically detecting potentially dangerous items. It operated in addition to the current four screening lanes at Adelaide Airport.

Adelaide Airport Managing Director, Mark Young, said the new scanning technology, which was already in place across the UK and Europe, made it easier and quicker to scan customers.

“The open plan design means passengers simply stand in front of the scanner with their arms held slightly away from the body,” Mr Young said.

“This makes for a more pleasant experience, particularly for customers with medical conditions or those with medical implants who might otherwise activate an alarm at the current ‘walk through’ metal detectors.

“Objects are recognised by an evaluation of the reflected (backscattered) microwave signal.

“The system is considered very safe. The microwaves are of very low intensity, and several orders of magnitude below the signal level of mobile phones.

“If the scanner reports an alarm, the location of the object is marked on a generic graphic of the human body - with no identifying features - preserving the privacy of passengers.”

Results of the trial, which took place in April and May, are now being evaluated with a view to further use of the technology.

Adelaide Airport has a wonderful community of regular travellers and aviation enthusiasts who have captured some spectacular images in and around the airport precinct. Many of these photos feature on Instagram, the world’s most popular photo-sharing app and currently growing more rapidly than Facebook and Twitter.

Adelaide Airport often asks Instagram contributors if their images can be shared, and the overwhelming majority are kind enough to agree.

We’ve selected just a small handful of popular images above. If you would like to see more, download the Instagram app and search for the Adelaide Airport page.





NEW PET HOTEL TAKING OFF

A state-of-the-art \$9 million pet hotel has taken off at Adelaide Airport.

Beau's Pet Hotel, owned and operated as a social enterprise by Guide Dogs SA, is an integral part of Adelaide Airport's business plan and will provide a range of luxury and standard accommodation for dogs and cats.

Strategically located in the airport precinct, Beau's Pet Hotel will bring an innovative, purpose-built new facility to Adelaide creating up to 50 new jobs by the third year of operation.

Executive Manager, Commercial Operations of Guide Dogs SA, Tracey Jones, said it was believed Beau's would become an iconic destination for local pets as well as people travelling with pets coming to holiday in South Australia.

Beau's Pet Hotel is as big as Guide Dogs SA's reputation – the size of four Olympic swimming pools in fact.

"Owners will be able to travel knowing their pet is enjoying a holiday too with the trusted care offered by Guide Dogs SA expert staff," Ms Jones said.

Beau's Pet Hotel was officially opened by the Patron of Guide Dogs, The Governor of South Australia, His Excellency the Honourable Hieu Van Le, in September.

The climate-controlled facility has three choices of standard or luxury accommodation available for dogs: classic, deluxe or premier rooms, and two options for cats: loft or penthouse condo.

The classic dog suite will have plenty of room to move, soothing music, and tempered glass doors and viewing panels means dogs won't feel hemmed in. Deluxe suites are the alternative for pooches that need a little more privacy, being housed in a private wing and featuring creature comforts of home like a large screen TV and luxury bed. The Premier suites have a spacious suite, private covered and enclosed courtyard and access to an outdoor play yard complete with water feature.

For cats, the loft condo has a private litter box, soothing music and secluded sleeping area, and the penthouse offers a two-storey condo with plenty of room to stretch out and explore their home away from home.

There's also various add-ons available for fur-kids staying at Beau's including the ability for owners to Skype their pets to check on how they are enjoying their stay.

"At Guide Dogs we are naturally dog people, but we love cats too," Ms Jones said.

"That's why everyone at Beau's Pet Hotel will understand how important it is for people to leave their fur-babies with someone they can trust.

"Staying at Beau's means more than just a great time for your pet, it means peace of mind for you. You wouldn't expect anything less from Australia's Most Trusted charity."

Chief Executive Officer of Guide Dogs SA/NT, Aaron Chia, said that as a social enterprise, all profits from Beau's will go towards helping to fund Guide Dogs services for people living with disability.

Named after Beau, the first officially trained Guide Dog in Australia, it has opened in Guide Dogs 60th Anniversary year; a milestone project for a milestone year.

More information and bookings: www.beaus.org.au.



CATHAY FIFTH WEEKLY SERVICE STARTS

Cathay Pacific has re-commenced its fifth weekly service between Adelaide and Hong Kong from July.

The additional flight sees the airline increase its capacity on the route by 25 per cent and brings the weekly number of seats to 2,500. The airline will also add space for 15 tonnes of cargo.

Richard Jones, Sales and Marketing Manager of Cathay Pacific Airways Australia, said Cathay Pacific had served passengers travelling between Adelaide and Hong Kong and beyond to over 170 destinations worldwide for more than 20 years.

"We're delighted to expand our Adelaide services, showing our dedication to the region and our continued commitment to supporting the growth in tourism," Mr Jones said.

"It's a great time for South Australians to be travelling, whether they want to capture a glimpse of the forever evolving skyline of Hong Kong, experience the culinary delights of Asia or explore the wonders of Europe. Our fifth flight offers our passengers more choice and flexibility."

Adelaide Airport Executive General Manager Corporate, Brenton Cox, said the additional service 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 Cox 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."



JETSTAR ANNOUNCES DIRECT HOBART FLIGHTS

Jetstar will fly direct between Adelaide and Hobart from November this year.

The new service, the first direct flights between Adelaide and Hobart since 2010, will operate three times a week from 14 November 2017 ahead of the peak holiday season.

The new route follows Jetstar's introduction of services from Adelaide to both Avalon (Melbourne) and Maroochydore in 2016.

Jetstar's new flights represent more than 56,000 additional seats between Adelaide and Hobart each year.

Adelaide Airport Managing Director, Mark Young, said it was great to see Jetstar continue to expand its network out of Adelaide.

"South Australians will now be able to easily access Hobart both for business and to enjoy the spectacular sights in and around Tasmania's capital city," Mr Young said.

"We also expect there will be plenty of Tasmanian residents who will want to experience what Adelaide has to offer including our world class wine and seafood, and natural experiences such as Kangaroo Island."

"The Adelaide-Hobart route has been our largest unserved market for some time. We know there is significant demand from customers to fly direct rather than via Sydney or Melbourne."

Return services between Adelaide and Hobart will be operated using Jetstar's 180-seat Airbus A320 aircraft on Tuesday, Thursday and Saturday. It will depart Hobart at 5:45pm, arriving in Adelaide at 7:15pm then depart Adelaide at 7:45pm and arriving in Hobart at 10:05pm.





NEW SA AMBULANCE BASE FOR PARAFIELD

Parafield Airport has been chosen as the home of a new \$5 million ambulance station that will operate around the clock, the State Government has announced.

The station will be built in Lockheed Lane at Parafield Airport, with staffing by paramedics 24 hours a day.

It will house 13 ambulance vehicles and five light fleet cars, along with accommodation for paramedics, training rooms, and a kitchen and shower.

Health Minister Jack Snelling said the around-the-clock availability of paramedics would mean residents were attended to in a prompt manner.

“The central location will boost response times in all directions as it will be ideally located nearby the Lyell McEwin and Modbury hospitals,” Mr Snelling said.

Construction begins next year and is expected to be complete by late 2018.



LITTLE HEROES HOP TO ADELAIDE AIRPORT FOR EASTER ADVENTURE

Little Heroes Foundation teamed up with Adelaide Airport again this holiday season, this time celebrating Easter with several Little Heroes.

Upon arrival at Adelaide Airport, 10 Little Heroes and family members were given a special boarding pass for their Easter Adventure. Along the way they stopped at a number of retailers for some goodies, including Terra Rosa, Icons South Australia, News Link, Australian Way, Cocolat and Smiggle.

After a quick lunch and activities in the Qantas Lounge, the Little Heroes were taken aboard a Qantas jet for an Easter egg hunt in the cabin and special viewing of the cockpit.

The day would not have been complete without a visit from the Easter bunny and his good friend Alice, who accompanied our Little Heroes for their special adventure.

The special day was made possible thanks to the great work of staff from Adelaide Airport, retailers and Qantas.



SECURITY & CLEANING TEAMS RECOGNISED

The fantastic work of Adelaide Airport's security and cleaning teams has again been recognised in the annual service excellence awards supported by Adelaide Airport Ltd and security provider ISS.

Three awards were presented for individual excellence:

- Innovation – awarded to Catherine Crawford, Enhanced Inspection Area Supervisor;
- Moments That Matter – awarded to Dipen Chokshi, Cleaner; and
- ISS Hero Award – awarded to Jane Jarman, Aviation Protection Officer Gate J.

Adelaide Airport's Executive General Manager Operations, Emma Boulby, said operational excellence was a key component of the airport's customer focus and commitment to ensuring the provision of safety and security and world class facilities for passengers.

"It's important we celebrate our successes and recognise the contributions both of the team and also individuals who have helped both ISS and Adelaide Airport to deliver innovative ideas and outstanding service outcomes to our customers," she said.

"The role these teams play in ensuring a safe, secure and efficient passage of our customers, plus the presentation of the terminal, reflects directly on the airport's operations. They are also contributing to the customer experience of passengers and the overall perception of the city of Adelaide and South Australia."

ALDI NOW OPEN

ALDI has opened its new Adelaide Airport store just off Sir Donald Bradman Drive, with customers already flocking to the airport to check out the new retailer.

The store, on the corner of Butler Boulevard and Vimy Avenue in the Airport Business District (Burbridge Business Park), will be open 8.30am – 8.00pm weekdays (9.00pm Thursday), 8.00am – 5.00pm Saturday and 11.00am – 5.00pm Sundays.

ALDI said each of its stores followed a new format, with clearer signage, redesigned shelving and expanded wooden produce bays, energy efficient LED lighting and extended chillers. This allows for a more pleasant and efficient shopping experience, while also catering for an expanded range across its fresh meat, produce and health categories.





KRISPY KREME A (SUGAR) HIT WITH TRAVELLERS

The days of passengers arriving on domestic flights carrying boxes of Krispy Kreme donuts are officially over.

Krispy Kreme has now opened a store in Adelaide Airport's main terminal, so customers can now pick up their sweet treats just before they head home or to their hotel.

The store is located downstairs adjacent the domestic baggage carousels.

MALAYSIA AIRLINES IMPROVES ADELAIDE PERFORMANCE

Adelaide Airport's business development team recently caught up with their counterparts at Malaysia Airlines at a special travel trade function in Sydney hosted by the airline.

Malaysia Airlines currently flies four direct flights a week between Adelaide and Kuala Lumpur, and its route performance has improved year on year on the back of the introduction of the new business class product to Adelaide in September 2016.

Pictured are (left to right) Jonathan Cheong (AAL Head of Aviation Business Development), Normadiah Morshidi (Malaysia Airlines Global Corporate Sales Manager), Mark Young (AAL Managing Director), Peter Bellew (Malaysia Airlines CEO) and Brenton Cox (AAL Executive GM Finance & Corporate).

