

plane talk

Adelaide Airport Limited | Community News | April 2016



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Managing Director's Report

“Adelaide Airport is now in rare company for our carbon reduction initiatives alongside the likes of Hong Kong and Incheon international airports.”

2016 is already proving to be a very rewarding year for Adelaide Airport.

Less than four months in and we've already been the recipient of global awards and recognition from our peers, and we've handed out a few awards of our own.

Firstly I'd like to recognise a key group within our airport team who are part of our front line in interacting daily with our customers, but who don't necessarily receive due recognition for the job they do. It was my pleasure in February to attend our annual ISS 'Security with Service' Awards, which recognises the wonderful efforts of our security personnel, or to use their correct title – Aviation Protection Officers.

It's important to note that as an airport operator, we don't directly 'sell' a product to our customers, but we provide a service that seeks to ensure their passage from the car park or front of terminal through to boarding their aircraft is as smooth and seamless as possible. A key part of this service is in passing through the central security screening point, which is managed by our contractor, ISS.

Our Aviation Protection Officers have a vitally important role to play in helping to ensure the safe, secure and efficient passage of customers through the terminal. But they're also contributing to the customer experience of passengers and their overall perception of the city of Adelaide and South Australia. That's why I was delighted to have the opportunity to recognise members of our security team who have gone 'above and beyond' to help make our overall customer experience as smooth and even pleasurable as possible.

Adelaide Airport was delighted to receive our own recognition from our peers. Last month we were announced as the recipient of 'Gold' recognition for demonstrating best practice in our Human Resources management by Airports Council International Asia-Pacific. This is excellent recognition for the work we do in attracting and retaining the best staff.

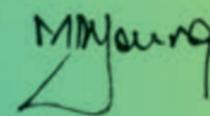
We've also been informed that our Adelaide Airport re-branding in 2014, incorporated with the launch of our 30-year vision, received a distinction from US-based company REBRAND, which monitors world-leading brand transformations.

The year ahead looks exciting for both Adelaide and Parafield airports. Next month we welcome our second Middle-East carrier, with the arrival of Qatar Airways' first flight from Doha on May 3. Just as exciting for Australia's aviation enthusiasts' community, we will welcome the very first Airbus A350 to operate in Australia. This state-of-the-art aircraft was only launched last year, so our customers really will experience the latest in aircraft technology and cabin comforts.

We've also been played a role in the signing of a Memorandum of Understanding between China Southern Airlines and the South Australian Government, which we hope will be the catalyst for our first mainland China service in the very near future.

Parafield Airport is undergoing its own transformation with two significant projects ready for development. As announced in the December 2015 edition of Plane Talk, we've been selected by the South Australian Government as the location for the Northern Adelaide Food Park. Separately we're working with developer DevWest on a new Brand Outlet Centre adjacent Main North Road, which will create up to 350 retail jobs once opened.

Mark Young



Managing Director
Adelaide Airport Limited

Adelaide Airport secures gold in Asia Pacific HR awards

Adelaide Airport has taken top honours for excellence in Human Resources management in the Asia Pacific Region, announced by Airport Councils International (ACI).

The airport has secured 'Gold Recognition' for demonstrating best practice in HR management from ACI Asia-Pacific, ahead of Hyderabad and Yangon airports.

Adelaide Airport Executive General Manager People & Culture, Sue Doyle, said putting 'people' at the core of the company's business strategy helped to drive growth, innovation and leadership.

"Our focus is all about finding the right balance between economic business growth, environmental balance and engagement with our community. Our long term success is driven by developing and supporting leaders, fostering inclusion and diversity, and developing and supporting community programs. We also strive to build a strong brand and be an employer of choice," Ms Doyle said.

"As an example, our focus on diversity has seen female staff numbers increase year-on-year in what is traditionally a male-dominated industry. We recognise the need for flexible working arrangements, particularly given the challenges of our 24/7 airport operation.

"We also encourage and foster innovation. For example, our 'Day in the Life Of' program allows staff to work for a short period in other departments which allows them to better understand the business in which they work."

Ms. Kerrie Mather, Chairperson of the Panel of Judges and Managing Director & Chief Executive Officer, Sydney Airport said, "The submissions received this year demonstrated excellent best practices in HR management and presented many very innovative HR projects which are driving airport business sustainability. The Panel of Judges was impressed by the submission presented by Adelaide Airport Limited. It showed proven contribution to the airport business by the

HR function which clearly met the objectives of this program."

ACI Asia-Pacific, one of the five regions of the Airports Council International (ACI), is based in Hong Kong and represents 100 members operating 573 airports in 47 countries in Asia-Pacific and the Middle-East.



Our focus is all about finding the right balance between economic business growth, environmental balance and engagement with our community.



Direct mainland China flights a step closer

Photo: Leon Bignell, Minister for Tourism, and Mr Guo Juanye of China Southern Airlines, signing the Memorandum of Understanding



**“Our partner Adelaide Airport Limited has been instrumental in our discussions with China Southern, and we are grateful for their commitment to working with us to grow the number of international services coming into Adelaide.”
- Minister Bignell**

The South Australian Government has signed an agreement with China Southern Airlines to promote tourism between South Australia and China, paving the way for direct passenger services between Adelaide and Guangzhou.

The agreement signing with China Southern in Guangzhou in April was also attended by Adelaide Airport representatives including Managing Director, Mark Young.

Premier Jay Weatherill said the interest from China Southern Airlines - the world's sixth largest airline - had been growing and the Government was now committing to help their market to build awareness of South Australia by building a strong business case for flights to Adelaide.

“Securing this service with direct flights to mainland China would create around 100 direct jobs, as well as flow on benefits for our hotels, our restaurants and other tourism operators,” Mr Weatherill said.

Tourism Minister Leon Bignell said the agreement commits South Australia to work to support China Southern and jointly promote the growing demand for tourism to South Australia.

“Our partner Adelaide Airport Limited has been instrumental in our discussions with China Southern, and we are grateful for their commitment to working with us to grow the number of international services coming into Adelaide,” Mr Bignell said.

China Southern is one of China's largest carriers and is delivering the fastest growth of international services. It operates over 500 aircraft with over 2,000 flights every day to 195 destinations in China and around the world.

Top 10 ranking for punctuality

The 2015 OAG Aviation Airport Punctuality stats are out and Adelaide Airport ranks 7th globally for small airports (less than 10 million passengers) and 8th overall, putting us in the Top 10 airports worldwide for punctuality, and the best in Australia.

The OAG Punctuality League 2015 is the industry's most comprehensive annual ranking of on-time performance (OTP) for the world's airlines and airports.

The on-time performance of airlines and airports plays a valuable role in the industry and has the power to bring about positive change in the future of aviation.



Adelaide Airport records 1.9% growth in domestic passengers for Q2 FY16

PAX

('000s)	QUARTER TO DATE			FINANCIAL YEAR TO DATE		
	Dec-15	Dec-14	Growth (%)	Dec-15	Dec-14	Growth (%)
Domestic	1,710	1,679	1.9%	3,334	3,277	1.7%
International	213	237	-10.0%	432	495	-12.6%
Regional	133	144	-7.7%	262	288	-9.0%
Total	2,056	2,059	-0.2%	4,029	4,059	-0.8%

Adelaide Airport Limited (AAL) has recorded a -0.2% decline in total passenger numbers for Q2 FY16 compared to the prior corresponding period.

Domestic passengers grew +1.9% to 1.7 million for the quarter, largely due to capacity increases, with an additional 69,000 (+3.4%) seats in comparison to the previous corresponding period.

International passengers decreased by -10.0% during Q2 FY16, largely due to the cancellation of Air Asia X's Kuala Lumpur service on 25 January 2015.

Regional passengers decreased by -7.7% on prior year.

1.7M

Domestic passengers

69,000

Additional seats



New Brand Outlet Centre at Parafield Airport

A new Brand Outlet Centre will be built at Parafield Airport adjacent Main North Road, providing an economic and jobs boost for the northern suburbs.

The centre will be known as the 'District Outlet Centre' and will cover a total area of 41,000 square metres. The developer, DevWest, which has entered the leasing phase, describes the centre as an exciting new shopping destination, showcasing a huge range of fashion and homeware brands at affordable prices.

It's estimated the District Outlet Centre will create up to 350 jobs once opened, providing a significant boost for economic growth in the northern suburbs.

DevWest Development Director, Brett Lovett, said the unit mix comprised a collection of sports retailing, fashion/clothing apparel, homewares and a food court.

"The unit sizing is flexible to allow for key anchor tenants and smaller requirements too in order to ensure we achieve the right mix of tenants to give vitality to the centre as a real destination for visitors," Mr Lovett said.

"Units on offer range from 59 square metres to 691 square metres. Leasing of the centre is in an early phase so it's premature to list tenants. Having said that, the brands that have expressed interest are exciting national & international brands and we are thrilled to be receiving the level of interest in only the first month of the launch.

"Our intention for the centre is to target the demographic for this northern part of Adelaide so the tenancy profile will be akin to what customers of Adelaide wish to experience. We have done extensive research in this area and believe that as a result, the shopping experience for the visitor will be first class.

"Add to that the fact that we propose 588 car bays immediately in front of the centre, the shopper will be able to enjoy free and available parking. The Centre is also in the heart of the commercial precinct for Parafield Airport's expansion and so visitors will have multiple shopping choices when visiting.

"The Centre will be built on a single level, covered, with a 'race track' style approach to the journey around the centre. Midway through that journey we propose an extensive food and beverage offering with an alfresco section. The centre will also have a fully operational management centre."

DevWest anticipates construction will begin in the 3rd quarter of 2016 with an anticipated opening in the 3rd quarter of 2017.



Manager appointed for Parafield Airport

Long-time Adelaide Airport team member Travis Brown has been appointed as the new Parafield Airport Manager.

Adelaide Airport Managing Director, Mark Young, said that since starting with Adelaide Airport in 1999, Travis had built up a wealth of experience in operational roles, including as Acting Manager of Parafield in 2013.

“Travis will continue to develop Parafield’s role as an important economic generator in the northern suburbs through close interaction with our stakeholders and the local community. He will also work closely with me to deliver the Parafield Strategic Plan and Business Plan,” Mr Young said.

Travis holds a Graduate Diploma in Aviation Management from UNSW and is nearing completion of the International Airport Professional (IAP) qualification, having completed the Global Airport Management Professional Accreditation Programme (AMPAP) in Air Transport Systems.

Travis will continue to develop Parafield’s role as an important economic generator in the northern suburbs through close interaction with our stakeholders and the local community.



Little Heroes

Adelaide Airport and its retailers teamed up with the Little Heroes Foundation in December to give a group of special children a Christmas surprise to remember.

About 15 seriously ill children and their families were given a special behind-the-scenes tour of the airport, before arriving at one of the baggage carousels to find a pile of presents and receive a special visit from Santa.

In addition to providing the presents, Adelaide Airport's retailers donated \$10,000 to the Little Heroes Foundation.



Awards for security with service

Adelaide Airport has announced the recipients of the ISS Security with Service Awards for 2015 for its front line security team.

The airport has instigated a 'step change' in the way in which it views and values customer service, which includes its security operations. Together with security provider ISS, the airport has adopted a 'One Team' approach that views ISS's Aviation Protection Officers has very much part of the Adelaide Airport team.

The Security with Service Awards recognise individuals who have made an outstanding contribution to the success of this contract.

The categories and winners were:

- Moments that Matter – Donna Harris
- Innovation – Paul Cuthbertson
- Outstanding Contribution – Sonny Roll





Adelaide Airport switches on Australia's largest airport rooftop solar system

Australia's largest airport rooftop solar system has been switched on at Adelaide Airport, further enhancing the airport's reputation as a leader in environmental sustainability.

The 1.17MW system, built on top of the short term car park roof by Solgen Energy, has been completed ahead of schedule and on budget. It will reduce Adelaide Airport Ltd's energy consumption and carbon emissions by close to 10 per cent.

It is the largest private-sector solar system in South Australia and is more than 10 times larger than the airport's existing system, bringing the total rooftop solar capacity to 1.28MW.

Adelaide Airport Managing Director, Mark Young, said the solar system, made up of 4,500 panels, was enough to power the equivalent of more than 300 homes.

"Adelaide Airport is again proud to be an aviation industry leader in sustainability," Mr Young said.

"This solar system significantly reduces our energy consumption, while assisting the State Government in achieving its renewable energy targets.

"Last year we became the first airport in Australia to be recognised by the global Airport Carbon Accreditation program for optimising our management and reduction of carbon emissions.

"Adelaide Airport's vision is to be a top tier airport business centre in the Asia Pacific region, and further improving our environmental credentials is a key part of this vision."

Adelaide Airport first installed solar panels on the roof of its domestic and international terminal in 2007.



"Adelaide Airport's vision is to be a top tier airport business centre in the Asia Pacific region, and further improving our environmental credentials is a key part of this vision."

Ambassador program expanded



The inclusion of the additional volunteers has allowed Adelaide Airport to greatly increase its customer service presence right across the day.

Adelaide Airport's Ambassador program has undergone significant expansion, with the number of ambassadors increasing from 21 to 31 at the beginning of this year.

The inclusion of the additional volunteers has allowed Adelaide Airport to greatly increase its customer service presence right across the day.

The ambassadors, easily spotted in their distinctive burgundy jackets, are often the first people customers encounter when they first walk into the terminal. In many cases they are also the first person to greet international visitors who are looking for information on transport and accommodation.

On any given day, ambassadors may deal with anything and everything from arrival and departure queries through to medical emergencies.

A day in the life of Adelaide Airport Volunteer Ambassadors

By Les Milner – Ambassador Facilitator

05:00 AM

Monday began as an ordinary day at Adelaide Airport. Domestic arrivals starting at 06.00, international flights from Denpasar landing at 06.10, then Hong Kong at 06.20, first flights out at 06.00, and so on through the day until the Dubai flight at 22.35. And so through every day of the year, more than 240 flights, with annual passenger movements in excess of 7.5 million.

The Airport's volunteers, called Ambassadors, have been on the job since their first shift started at 05.00. These people will be a visible presence as they move about the terminals, available to assist with enquiries ranging from "Where are the toilets?" to "Uncle has Alzheimer's: we think he has arrived from Brisbane, but we can't find him", and everything in between. My role as Ambassador Facilitator includes mentoring and assisting the Ambassadors, particularly those new to the job. Today we have five newbies, one completing her training with an experienced colleague, and four fresh from two weeks of induction and training and ready to be let loose on their own for the first time. I make myself visible in case they encounter any tricky situations.

10:15 AM

The Rex flight from Port Lincoln lands. Our Ambassador in training strikes up a conversation with an arriving passenger whilst she waits for her luggage. Like so many regional passengers, she has flown to Adelaide for medical reasons. She has had tests in Port Lincoln and has been referred to a breast cancer specialist in Adelaide. She is travelling alone. Our Ambassador quietly chats with her, offering reassurance and concern. A simple gesture, unnoticed by other people intent on going about their business, but no doubt highly significant to a person who is apprehensive about what may lie ahead for her.



11:00 AM

Our experienced Ambassador approaches me with a distressed passenger in tow. She has flown from Melbourne to be with her aunt who is undergoing a heart transplant. In her haste to get to the hospital, she has left the airport and got half way to the city without the checked bag containing her sewing kit. (An offending pair of scissors had earlier caused the airline to insist on checking in the bag.) As there is no one at the airline desk, the passenger has to ring the call centre, located in the Philippines. The Ambassador provides a phone. Communication proves difficult, with no promise of an easy handover of the luggage. Meanwhile, the passenger is becoming increasingly agitated about getting to the hospital as soon as possible. A quick call to the Airport Duty Manager secures the bag within minutes, and the lady is on her way.

2:30 PM

One of the new Ambassadors reports her dealings with a university student from Malaysia. The student has arrived with a receipt for pre-paid accommodation in the City. The facility has no record of the payment and it seems that she has been scammed to the tune of \$7,000. In addition to that, her university has not sent anyone to welcome her and to see that she gets to her accommodation. The matter is referred to Commonwealth Police, who end up transporting her to the City. We never find out what happened to the \$7,000.

3:30 PM

Another new Ambassador seeks me out for advice. He reports that two adult brothers are trying to prevent their 18-year-old sister from boarding a flight to Perth. I speak to one of the young men. He is concerned that his sister has been unduly influenced over the internet to join a man in Western Australia. The brothers are worried about their sister's safety, and want her stopped. The Ambassador has already referred them to the Commonwealth Police, who said it was a State Police matter, and vice versa. I call the Airport Duty Manager to see whether police assistance can be obtained before time runs out. The Ambassador later reports that police have attended and have told the brothers what several of us have already said: their sister is not breaking any law, and that at 18 she is free to come and go as she pleases. No police intervention can happen. The brothers can do nothing.

5:00 PM - 5:30 PM

The last Ambassadors rostered for the day – two newbies – sign on for their first four-hour shifts. At 18.15 I have to leave them to get to an appointment. I await their stories...

Re-brand scores international gong

Adelaide Airport's identity change in 2014 has received international recognition from US-based company REBRAND - the world's leading brand transformation and rebranding resource.

REBRAND announced in New York that it had awarded Adelaide Airport a distinction for the design and roll-out of the new logos and branding, which coincided with the launch of the airport's new 30-year vision and Airport Business District.

The airport's new logo and brand was designed by Adelaide-based design specialist, Nicknack.



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Airport**

Better bike facilities

Bicycle facilities and services have been further upgraded at Adelaide Airport in time for January's Tour Down Under and associated influx of cyclists.

A new secure Adelaide Metro bike cage has also been completed for use by customers with a registered Metrocard. Cyclists can visit an Adelaide Metro Info Centre to add the 'bike cage fare product' to their registered Metrocard. Users can simply show their photo ID and pay an annual fee of \$10. Customers then simply use the Metrocard touchpad to open the bike cage door and lock their bike to one of the rails.

Other bicycle facilities at Adelaide Airport include:

- Bicycle service stations for assembly, disassembly and minor maintenance of bicycles;
- Free bicycle racks for up to 12 bikes; and
- Bicycle box 'recycling' service during major cycling events.

With cycling tourism continuing to boom, Adelaide Airport catered for thousands of cyclists and their bikes during the TDU. In the three days following the end of the event, more than 3,300 bicycles were checked in, a 10 per cent increase on the previous year.



Celebrating Chinese New Year

Adelaide Airport has helped mark Chinese New Year in February with special lion dancing & drumming performances in the centre concourse.

Joining in the celebrations were our retailers, who offered special gifts and discounts to shoppers to mark the new year.



Check us out on social media

For the latest news and information on Adelaide Airport, check out our social media channels. We're active on Facebook, Twitter and LinkedIn, plus you can see the latest videos on YouTube.

And more recently we've introduced our Instagram page, which features a selection of excellent airport and general aviation images – many of which have kindly been provided by our customers.

To find out more, click on the links below:

www.facebook.com/pages/Adelaide-Airport/152014554829263

www.instagram.com/adelaideairport/

<https://twitter.com/AdelaideAirport>

www.linkedin.com/company/adelaide-airport-limited

www.youtube.com/user/AdelaideAirportADL

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