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MD'S COLUMN

December is always a good time for reflection, and 2016 has certainly been a good year on which to reflect. As always we set ourselves ambitious goals, and ticked off numerous achievements.

Second service to the Middle East - tick; direct mainland China service – tick; agreement on an airport hotel development – tick; sign off on terminal expansion ... well, three out of four ain't bad. However we do have a reasonable expectation that will also be a tick in 2017.

Overall our domestic passenger numbers have increased steadily, while we have seen a marked turnaround in international numbers, largely due to the introduction of Qatar Airways and service increases on other airlines.

It was an absolute pleasure to welcome the President of China Southern Airlines, Mr Tan, to Adelaide after he flew in on the airline's inaugural direct flight from Guangzhou on December 13.

The significance of this service cannot be underestimated. It is Adelaide's first mainland China service, and provides invaluable connections into other Chinese cities as well as linking with the Canton Route to Europe and the UK.

To highlight the importance of this occasion, Mr Tan was greeted on arrival by the South Australian Governor, the South Australian Premier, our Chairman and the Managing Director of Tourism Australia.

The long and often complex discussions that go into attracting a new airline such as China Southern often take place at major aviation conferences such as World Routes. To that end, we were excited to find out in November that Adelaide has been selected as the host city of the 2019 World Routes Conference.

Again, this is a significant win for Adelaide Airport and South Australia. This event attracts all of the world's major airlines and airports. It's so big it will be the largest conference of any type ever held in Adelaide. And all of these aviation industry leaders will be able to see the wonderful opportunities and experiences we have to offer.

One thing that working in the aviation industry teaches you is persistence. It's no secret that for a long time we've sought a partner to develop and operate a hotel at the airport.

We have now reached agreement with Event Hospitality and Entertainment Ltd to develop an Atura-branded hotel, which will connect seamlessly with our main terminal and plaza space. Adelaide Airport was particularly attracted by Atura's fresh take on the hotel experience, with its urban industrial feel and free-flowing communal spaces.

On the subject of persistence, we are well advanced in the planning and design phase for the expansion of our domestic and international terminal.

The sheer number of businesses and organisations who are based in the terminal – from airlines to retailers and regulatory agencies – naturally make this an extremely detailed and complex process to ensure all end users benefit from the expansion. However we're confident we'll be in a position to start construction works in 2017.

On behalf of all of us at Adelaide Airport Ltd, I wish you a Merry Christmas and a safe and prosperous 2017.



Premier entertainment, hospitality and leisure company, Event Hospitality & Entertainment Ltd, has reached agreement with Adelaide Airport to develop and operate a new seven-storey, 165-room design-driven hotel within the Adelaide Airport precinct.

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 patron drop off and collect.

Launched in late 2013 with the opening of Atura Blacktown in Sydney, the brand delivers a fresh take on the hotel experience fusing edgy design, high-energy public areas and the latest technology.

Urban, industrial and design-inspired, Atura's signature free-flowing communal spaces will be a key design feature at the Adelaide Airport Hotel; the restaurant, bar, lobby and general public spaces will integrate seamlessly with the broader 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.

The force behind some of Australia's most iconic event and hospitality brands, Event's enviable portfolio includes luxury QT Hotels and Resorts, Rydges Hotels and Resorts, Art Series Hotels, Thredbo Resort and Event cinema group.

"We're delighted to be working with Adelaide Airport Ltd to deliver our dynamic, Atura brand to South Australia," said David Seargeant, Group Managing Director of Event Hospitality and Entertainment Limited.

"Packed with personality and with a focus on great design and quality food and drink offerings, Atura Hotels offer design-savvy travellers a fresh travel experience; one we believe will hold great appeal for all airport precinct visitors and not just hotel guests.

"The unique design for our Adelaide Airport property will seamlessly connect the terminal and hotel with the plaza space."

Adelaide Airport Managing Director, Mark Young, said: "This announcement really kicks off our long term vision to create an easy, seamless connection between our aeronautical activities and our planned Airport Business District.

"Atura Hotels offers contemporary and functional hospitality spaces with an exceptional food and beverage offering that we believe will offer a real point of difference to the airport precinct. We're delighted to be selected as the first airport in Australia to welcome the brand.

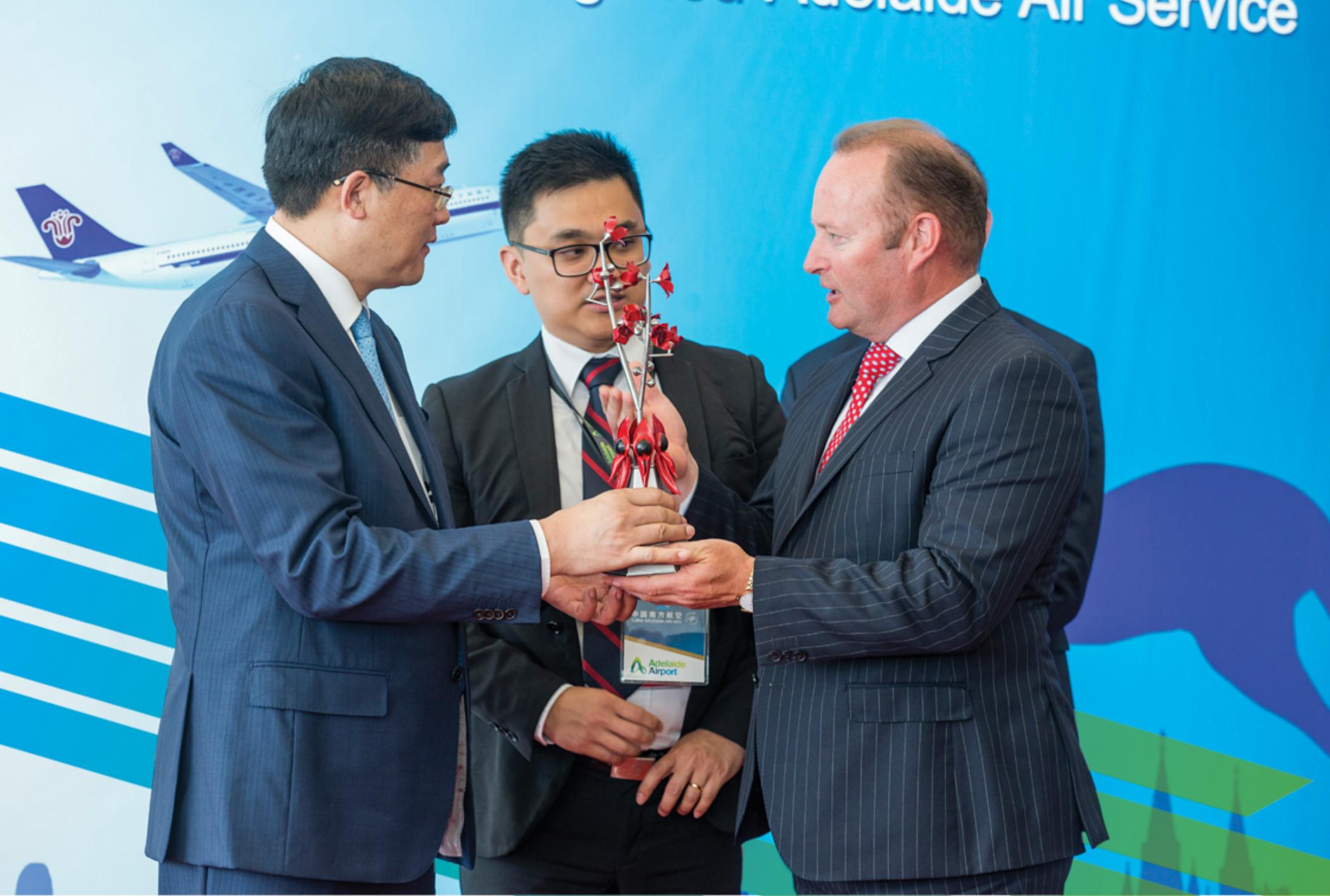
"Adelaide Airport has grown substantially in recent years, and many of our passengers have indicated they would welcome the convenience of a close hotel to enable catching early morning flights after meetings or conferences.

"More than 8,700 people are 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."

Construction is expected to start in April 2017 with an anticipated opening in the December 2018 quarter.

ATURA HOTELS SOON TO TAKE OFF AT ADELAIDE AIRPORT



ADELAIDE AIRPORT WELCOMES CHINA SOUTHERN DIRECT FLIGHTS TO GUANGZHOU

Adelaide Airport has welcomed China Southern's inaugural flight between Guangzhou and Adelaide with the traditional water cannon salute and a cake-cutting ceremony.

China Southern Airlines President Mr Tan Wangeng, who flew in on the first service on December 13, was met by South Australian Governor Hieu Van Le and Premier Jay Weatherill before cutting a ribbon to mark the new service.

The new services, the first direct flights between Adelaide and mainland China, operate three times a week. It utilises an Airbus A330-200 aircraft, offering economy, economy-plus, business and first class seating options.

China Southern's new flights represent more than 1300 seats to and from Guangzhou each week. Adelaide Airport Managing Director, Mark Young, said the airport was delighted to attract a mainland China service, further expanding Adelaide's international network.

"This new service creates significant inbound and outbound tourism opportunities as well as attractive export links into one of China's largest cities, and in turn providing one-stop access to destinations across China," Mr Young said. "It also links Adelaide with China Southern's Canton Route into Europe and the UK via its Guangzhou hub.

"We're aware that there is strong demand from Chinese visitors for experiences that Adelaide and South Australia have to offer including our world class wine and seafood, and natural experiences such as Kangaroo Island."

Guangzhou, formerly known as Canton, is China's third largest city and its busiest trade and transport hub.

Services from Guangzhou on CZ663 depart at 10.00pm on Saturday, Monday and Wednesday and arrive in Adelaide at 9.30am the following day. Services from Adelaide on CZ664 depart at 11.00am on Sunday, Tuesday and Thursday, arriving in Guangzhou at 5.40pm on the same day.

NATIONAL TREE DAY

After a chilly start to the day, a dedicated group of community volunteers helped to plant over 1,000 plants at Adelaide Airport's Patawalonga Creek Conservation Zone on Sunday 31 July.

This conservation area, located on West Beach Road, holds the last remaining stand of Swamp Paperbarks in metropolitan Adelaide and is home to many native plants and animals, including a pair of black-shouldered kites.

Adelaide Airport, through the hard work and expertise of Conservation Volunteers Australia, continually monitors and supports a program of improving the biodiversity health of the area.

More than 60 volunteers spent the day planting native grasses and groundcovers, which was followed by tree-guarding the seedlings to ensure they have the best chance of survival. A few showers in the morning didn't deter the hard working volunteers who were well rewarded with a BBQ lunch.

Coordinating the day were representatives from Conservation Volunteers Australia, with helping hands from Friends of Patawalonga Creek and members of the local community.

Minister for Environment, Ian Hunter, also gave up time in his busy schedule to visit this important remnant habitat on Adelaide Airport and get involved in the planting activities.

NEW LOOK COOPERS ALEHOUSE OPEN FOR BUSINESS

After three months' work and more than \$1 million expenditure, the Coopers Alehouse at Adelaide Airport has officially re-opened.

The new design features a large open lounge and dining area with views across Adelaide to the Adelaide Hills. It features a broad selection of Coopers products, along with its international partner beers and a new menu that incorporates fresh South Australian produce.

It also has extended trading hours, from 6.00am until after the last flights leave at 11.00pm.

Coopers Sales and Marketing Director, Mr Cam Pearce, said it had been almost 11 years since the original Coopers Alehouse opened at the airport.

We thought it was time for an update," Mr Pearce said. "Delaware North Companies Australia was very supportive of the concept when we presented it to them last year and has been a major partner in bringing this to fruition."

The revamped Coopers Alehouse was officially launched by Coopers' Managing Director, Dr Tim Cooper, and the Chief Operating Officer for Delaware North, Mr Kieran Fitzpatrick.

Mr Fitzpatrick said Delaware North had just commenced a multi-million dollar program to upgrade its outlets at the Adelaide Airport.

He said trading at the Alehouse since the refurbishment had been completed had shown a significant uplift and he expected this would increase as the upgraded venue became better known.



QUARTERLY PASSENGER REPORT (Q3 STATS)

Adelaide Airport Limited (AAL) has recorded a 3.0% increase in total passenger numbers for Q1 FY17 compared to the prior corresponding period underpinned by strong growth in international passengers.

Adelaide's international passenger growth was the highest of all the capital cities at 15.4% due to a full quarter of Qatar Airways new Adelaide-Doha service which contributed an additional 45k seats through the Middle East.

Both Denpasar services performed strongly with passenger numbers to Bali increasing by 11.5% on Q1 FY16 - which was marginally affected by cancellations due to volcanic activity. Indonesia was the biggest international travel market for South Australia contributing 17.6% of international travel for the quarter.

Domestic passengers grew 1.4% to 1.8 million for the quarter led by passenger increases on markets of Brisbane (+6.6%), Cairns (+19.8%) and Melbourne (+1.1%). The first direct Jetstar service to the Sunshine Coast flew on the final day of the quarter which will further boost Queensland growth in the second quarter of the financial year.

Adelaide Airport records 15.4% growth in international passengers for Q1 FY17

Pax (‘000s)	Quarter to Date			Financial Year to Date		
	Sep-16	Sep-15	Growth (%)	Sep-16	Sep-15	Growth (%)
Domestic	1,779	1,754	1.4%	1,779	1,754	1.4%
International	253	219	15.4%	253	219	15.4%
Total	2,031	1,973	3.0%	2,031	1,973	3.0%

*Including Regional



RFDS OPENS NEW CENTRAL OPS

The opening of the Royal Flying Doctor Service's new \$13 million Adelaide Base has heralded the start of a new era, delivering 24/7 emergency retrieval services, inter-hospital transfers and primary health care services to South Australia.

Officially opened in October, the new aeromedical base, made possible by fundraising, bequests, corporate and public donations, has enabled the RFDS to provide the finest care for all South Australians for decades to come.

RFDS Central Operations Chairman David Hills said the purpose-built medical and aviation facility would deliver enhanced patient care and comfort in a patient transfer facility designed and equipped to complement any new hospital.

"It is providing a modern and safe workplace for our staff and health service delivery partners working around the clock, while also generating operational efficiencies and capacity by replacing outdated premises and co-locating all RFDS staff previously spread across two Adelaide locations."

Mr Hills said the new Adelaide Base had been designed for future growth in its location off Tapleys Hills Road with room to expand to allow RFDS to value-add to its patient services in SA and the Northern Territory.

"The purpose-built facility is prepared for growth, including the expansion and diversification of our fleet to incorporate the introduction of SA's first permanently configured aeromedical jet in late 2018," Mr Hills says.

"The Adelaide Base is the single biggest investment by RFDS Central Operations into the well-being of all South Australians – city and country alike – and is a testimony to the truly outstanding support we receive from our donors, bequestors, volunteers, corporate sponsors and key stakeholders."

Key features of the RFDS Adelaide Base include:

- stretcher bay to manage eight patients comfortably
- stabilisation bay for acute patients
- refreshment facilities for seated patients and escorts
- multiple under cover ambulance parking bays
- private rest quarters/amenities for crews
- hangar to house six Pilatus PC-12 aircraft
- capacity for nine aircraft on the tarmac apron
- state-of-the-art engineering maintenance store and workshop

RFDS Central Operations first established hangar facilities at Adelaide Airport in the early 1990s and, after taking over air ambulance services then operated by St John Ambulance, transferred 3,000 patients in 1995 at its former facility at the airport.

Today, the RFDS transfers more than 6,000 patients every year through its Adelaide Base, serviced by its Adelaide, Port Augusta, Alice Springs and Broken Hill operations.

The new RFDS Adelaide Base completes a decade of capital investment in infrastructure upgrades at RFDS Port Augusta and Alice Springs, as well as the on-going replacement of the RFDS's fleet of 'flying intensive care units' in South and Central Australia.

"Looking ahead, we plan to invest more than \$50 million over the next five years on the replacement of three medically-equipped Pilatus PC12 aircraft, the new Pilatus PC24 aeromedical jet and medical equipment upgrades of \$1 million per annum," Mr Hills said.



STATE'S BIGGEST CONFERENCE FLIES INTO ADELAIDE

Adelaide has secured the rights to host the world's largest aviation trade business event, World Routes, in 2019. It will be the biggest conference ever to be held in South Australia.

World Routes 2019 is expected to inject more than \$20 million into the State's visitor economy.

More than 3,000 delegates from major airlines, airports, tourism and aviation businesses from international and interstate markets will be in Adelaide for the event, and will be the first time it has been held in Australasia.

During the three-day forum, international airports will pitch to airlines for new route opportunities and it will provide the perfect opportunity to showcase Adelaide to top-ranking global decision makers.

The World Routes Convention event has previously been hosted in cities such as Chicago, Las Vegas, Abu Dhabi and Berlin.

Adelaide Airport Managing Director, Mark Young, said the airport would be a proud funding partner of World Routes 2019.

"We support the goal to grow tourism and improve international air access," Mr Young said.

"We have been attending World Routes for close to 20 years and recognise the importance of this event, as well as the massive opportunity it provides South Australia. It will support our continuing pitch for increased airline services by bringing key targets to our front door."

SA Minister for Tourism, Leon Bignell, said securing World Routes 2019 was a huge coup for South Australia.

"It is the world's biggest trade conference and will help deepen our connections with aviation leaders as well as see more than \$20 million pumped into our visitor economy," Mr Bignell said.

"The redeveloped Riverbank Precinct, together with the State's growing list of international airlines flying direct into Adelaide such as Qatar and China Southern, helped Adelaide secure World Routes. We are increasingly becoming internationally renowned as a world-class destination for major business events."

UBM Asia Executive Vice President Michael Duck, said the first Australian World Routes would be an exciting event for our business.

"Adelaide is growing in popularity as a destination and it is a gateway to South Australia's many attractions. We look forward to working with the Adelaide team in the coming years," he said.

Tourism Australia Managing Director, John O'Sullivan, said this was a huge opportunity for Australia to show the world's route planners why the country was such a great investment proposition for future international aviation development.

"Destination marketing is a complex and highly competitive business and these are the professionals who play such an important part in deciding where international airlines choose to point their aircraft. It's great to get this chance to host World Routes and I'm sure Adelaide will do Australia proud," Mr O'Sullivan said.

SUNSHINE COAST UP AND AWAY

Adelaide Airport's latest new domestic service has been launched, with Jetstar now flying direct between Adelaide and the Sunshine Coast.

The new service, the first direct flights between Adelaide and the Sunshine Coast since 2008, operates three times a week, and representing more than 56,000 additional seats between Adelaide and Maroochydore each year.

Return services between Adelaide and the Sunshine Coast utilise Jetstar's 180-seat Airbus A320 aircraft on Wednesday, Friday and Sunday.



PLANE SPOTTING

by David Hales

Plane spotters are a group of enthusiasts that have varied reasons for their hobby. Some just like to photograph and others record registrations and serial numbers of the planes that visit an airport. Many are interested in military aircraft while others are recording civil and private planes.

Quite often, plane spotters can be seen around airfields with their cameras on the boundaries taking photos of planes coming and going. Some have been documenting for years and others are newbies. Between them they have recorded aviation history. Their images and stories are displayed on several dedicated plane spotting web sites.

For the Newbies:

There are a few things that plane spotters must keep in mind while participating in their hobby. The first being security! Airports have many security rules. Some you may already know and some you will not. The first rule is the exclusion zone around the perimeter fence. This extends 3 metres from the fence on the landside.

Equipment must not be left in those zones nor be leaning against the fence. Basically, this means if you go to the fence to take your photo, do it and move your gear back. To be safe, just leave your gear and bags 3 metres back and you go in to take the photo, then move back yourself.

The AAOs that patrol the airport may keep a watchful eye on you and even stop to talk on occasion. Don't give them a hard time. Just explain what you are doing and everybody will get along fine.

Plane Spotting:

Newbie plane spotters will more than likely be the photographers. As new comers to plane spotting there are a few tips that might be helpful to get the most out of your new hobby.

Firstly, any camera will do to get you started. Preferably, a single lens type with a good zoom range. When I'm on the hop I use a Canon IXUS which most people would say is a happy snap camera. It has taken some extraordinary photos. As you get better you might move to a DSLR with multiple lenses and have gained the experience to know which lens to use for the photo you want. It's all a big learning curve.

Secondly, you'll need a notebook to document your photos. The choice is up to you and I won't go into note styles here.

Thirdly, you might want to join a group. Just search Plane Spotting Adelaide Airport and you'll get a list of the local groups. They may be formal or informal but one thing they will have is plenty of information about plane spotting.

If you see a plane spotter at the airport, say hello. Have a chat. They're interesting and full of great information. Who knows, you may be a plane spotter and you didn't know it!

Airport Watch:

Another thing that is in operation is Airport Watch. Believe it or not, just by being there you are a part of it. If you see anything suspicious such as damage to perimeter fencing, people acting strangely or other security hazards you can call 131 AFP to report such instances.

Useful links:

Plane Spotting – Getting Started. Basic plane spotting info... <http://5dme.net/plane-spotting/>

Plane Spotting Adelaide web site... <http://planespottingadelaide.com/blog/>

About Airport Watch... <http://5dme.net/airport-watch/>

Happy Plane Spotting!

David Hales is a professional cinematographer at fiveDME. He has a life-long interest in all things aviation and likes to share this interest with the community.



UNIVERSITY PLAYING FIELDS BACK IN ACTION

Adelaide University's West Beach Playing Fields adjacent Tapleys Hill Rd have been re-opened after a 25-year break. It also marks the return of the Adelaide University 'Blacks'.

The 13 hectare space, owned by Adelaide Airport, will primarily be used for cricket in summer and soccer in winter.

It currently includes six soccer pitches and four cricket pitches, while there are future plans for a new Hockey and Futsal field.

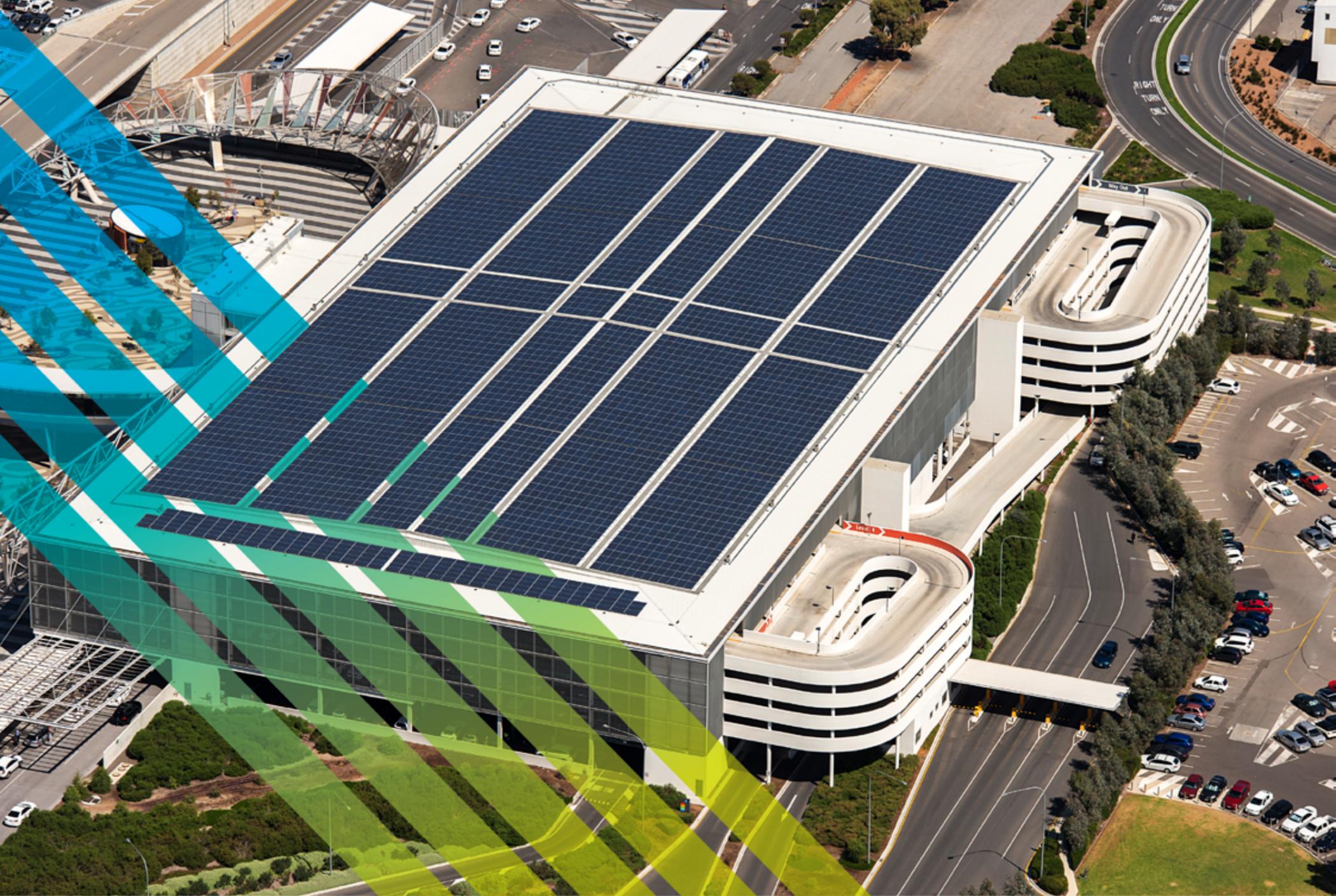
VIRGIN LOUNGE GROWS, MAC AND SEED OPEN

Virgin Australia has completed a refurbishment of its lounge at Adelaide Airport, as part of its improvements to lounges across the country.

The updated lounge has more AC and USB sockets and increased the capacity by 40 to 180 travellers.

In other retail changes around the terminal, Seed has opened a new store on Level 2, directly opposite international departures. Seed offers a beautiful and unique range of women's apparel made from natural fibres and fabrics.

And MAC has opened a new store just in time for Christmas, featuring their Nutcracker Sweet Christmas collection. MAC is the world's leading professional makeup authority with unrivalled expertise in makeup artistry.



SOLAR PANELS TOUR

Adelaide Airport has hosted a tour by the SA Chapter of the Institute of Electronic and Electrical Engineers (IEEE) of the newly commissioned 1.17MW solar PV installation.

More than 30 IEEE members, mostly comprising post-graduate engineering students, were taken up to the short-term car park roof and into the inverter room to learn about the technical features of South Australia's largest PV system.

Adelaide Airport was the first Australian airport to achieve Level 3 Airport Carbon Accreditation from Airports Council International and is committed to helping others get on board with large-scale solar PV projects.

CUSTOMER SERVICE CERTIFICATION

Adelaide Airport is now a certified Customer Service Organisation. After a recent assessment process conducted by the Customer Service Institute of Australia, the airport has been successful in reaching certification against the International Customer Service Standard (ICSS: 2015-2020). The standard is recognised and utilised by the world's leading organisations.

The certification recognises Adelaide Airport's vision and values in delivering exceptional outcomes for its customers, partners, shareholders and the community.





AAA AWARD FOR CAR PARK INNOVATION

Adelaide Airport has won a national aviation award for its innovative approach to online car park bookings.

The Australian Airports Association (AAA) award for “Innovation and Excellence - Technology” recognised Adelaide Airport’s car parking Customer Relationship Management (CRM) system.

Executive General Manager Customer Service, David Blackwell, said the introduction of a new online car park booking system has significantly improved the customer experience for thousands of regular car park users.

“Our cloud-based CRM system has the ability to track our customers’ interactions from the time of booking until they leave the car park,” Mr Blackwell said.

“For example, if a customer books online but then still accidentally takes a ticket at the entry barrier, we’ll SMS them and remind them they’ve already paid and to contact our support team. Similarly if there’s an accidental double payment for car parking, we can quickly identify this and refund the extra payment, usually before the customer has even realised there’s an issue.

“Our system is fully integrated, meaning there are many ways we can monitor and act on any issues through the use of our online database, credit card transactions and licence plate recognition software.

“Adelaide Airport has adopted the ‘Net Promoter Score’ system to gauge customer feedback to the new system. In recent months the ‘NPS’ has been around 60+ which would put us well ahead of most service industries.”

In its first full 12 months of operation, Adelaide Airport has grown its online car park booking business by 330 per cent, and now has a customer database of more than 15,000.

The CRM system was also recognised as a national finalist in the 2016 Parking Industry Awards.



VALE – RICHARD WOODS

The Parafield Airport Community is in mourning for much-loved pilot and engineer Richard Woods, 62, who tragically died on Sunday 11th September 2016.

Richard commenced his association with Parafield Airport approximately 10 years ago when he first purchased a Piper Cherokee 6 to travel to Thistle Island. He worked at Eagle Aviation for several years before commencing his long-standing relationship with Aero Service.

Dennis Wiseby from Aero Service said: “Richard was a very generous person with a great sense of humour. He was not just generous with money but with his time and his knowledge, and with his wonderful stories. We miss him greatly.”

His wife Julianne described her beloved husband as an “exemplary man; loved within the family and greater community”.

A former Rotary Club president, Mr Woods was father to sons Benjamin, 19, and Jackson, 18.

The Parafield and Adelaide Airport communities are deeply saddened by the loss of one of their favourite people and send their heartfelt condolences to Julianne, Benjamin and Jackson.



Parafield Airport



SAFETY AWARD FOR KYM LITTLER

Kym Littler from Adelaide Airport's Ground Transport team has received the Australian Airports Association Individual Award for Safety.

The award recognises Kym's contribution to promoting a strong workplace safety culture and for his outstanding efforts in managing our cleaning project of wheelchairs that are provided to our customers using the airport.

As part of Airport Safety Week in October, Adelaide Airport staff and partner companies joined forces to undertake a FOD Walk around the airside precinct.

FOD (Foreign Object Debris) is a significant issue for airports. A seemingly insignificant item such as a single bolt or sheet of plastic sucked into an engine can cause major problems for aircraft.

PARAFIELD REBRAND

Parafield Airport has been given an updated brand and vision, following on from the re-branding of Adelaide Airport in 2014.

Through stakeholder consultation and a review of existing perceptions, the brand pillars that Parafield Airport has built its vision and mission around have been identified as progressive, inclusive and stable.

Parafield Airport's Vision is 'To be an aviation training centre of excellence and vibrant economic hub, recognised for our positive influence on the community and economy'.

A rollout of the new logo has commenced on all correspondence, sponsorships, uniforms and signage at Parafield.

NEW RULES FOR DRONE FLYING

New drone rules have come into effect in October. The Civil Aviation Safety Authority (CASA) said the new rules would allow people to fly sub 2kg drone commercially without the need to be certified, which will save users time and money.

Before take-off, drone users must complete an online notification form and agree to fly within the standard operating conditions to keep everyone safe.

It's also important to note that under standard operating conditions, you must keep your remotely piloted aircraft, such as drones, at least 5.5km away from controlled aerodromes including Adelaide and Parafield Airports.

More information is available at www.casa.gov.au/rpa.