

plane talk

ADELAIDE AIRPORT LIMITED | COMMUNITY NEWS | DECEMBER 2015



THIS ISSUE'S HIGHLIGHTS

- 3. QATAR AIRWAYS ANNOUNCES DAILY FLIGHTS
- 6. PARAFIELD AIRPORT SECURES NORTHERN FOOD PARK BASE
- 7. GUIDE DOGS LAUNCH FIVE STAR PET HOTEL
- 12. CATHAY PACIFIC ADDS FIFTH WEEKLY SERVICE

MANAGING DIRECTOR'S REPORT

ANOTHER SIGNIFICANT
MILESTONE IN THE
ONGOING GROWTH OF
OUR AIRPORT



If a week is a long time in politics, four months is an eternity in the aviation business.

Since the August edition of Plane Talk, the positive announcements have been flowing thick and fast for both Adelaide and Parafield airports.

It's particularly pleasing that this good news applies right across our business – from attracting another international carrier from the Middle East to securing the SA Government's food park development at Parafield and even launching a pet hotel with Guide Dogs SA.

We always believed that attracting Emirates to Adelaide in 2012 would be a game-changer in regards to growing our international services, and that is the way it continues to pan out.

The announcement in October that Qatar Airways – voted Best Airline in the World for 2015 – will fly daily between Adelaide and Doha is another significant milestone in the ongoing growth of our airport. As an added bonus, Adelaide will be the first airport in Australia to see the new state-of-the-art Airbus A350 aircraft in service.

As always we continue to chase further opportunities, and as I've indicated previously, our sights are very much set on markets in China and on the US west coast.

Much of this success has been made possible because of the infrastructure we have put in place to cater for growth. It was a pleasure to join staff and customers in celebrating the 10th anniversary of the opening of our domestic and international terminal on 7 October. Since 2005 we have tripled our international passenger numbers, and the terminal is still considered by many to be the most modern and well-designed facility of its type in Australia.

As regular readers would know, we place significant emphasis on our environmental credentials. Once again we're leading the way by announcing the construction of the biggest airport rooftop system in Australia, which will be big enough to power the equivalent of more than 300 homes while reducing our energy consumption and carbon emissions by close to 10 per cent.

All of these recent initiatives equate to a continuing strong financial position for Adelaide Airport Limited (AAL). In our financial results for 2014/15 we announced a net profit after tax of \$36.5 million on the back of revenue of \$179.6 million. You can find the 2014/15 report from our Chairman Rob Chapman inside this edition of Plane Talk.

There is inevitably some less-than-positive news mixed in with the 'wins'. We were saddened to hear that Manuele Engineers, which had constructed a magnificent manufacturing facility on our southern boundary, has closed due to what it has described as a "severely depressed" construction industry. The company has been responsible for local iconic structures such as the Adelaide Oval southern grandstand and Adelaide Zoo panda enclosure. On behalf of AAL I pass on our best wishes to the management team and staff.

Finally, on behalf of the AAL Board I would like to take this opportunity to wish all of our staff, customers, tenants, airlines, suppliers, neighbouring communities and other stakeholders a Merry Christmas, and we look forward to another prosperous year in 2016.

QATAR AIRWAYS ANNOUNCES DAILY DIRECT SERVICES INTO ADELAIDE.



THE DAILY FLIGHTS ARE ESTIMATED TO GENERATE AN ADDITIONAL \$41 MILLION INTO OUR VISITOR ECONOMY AND CREATE 228 JOBS ACROSS THE STATE.



Qatar Airways has announced it will fly daily direct services into Adelaide from 2 May next year.

Adelaide will also be the first destination in Australia to which Qatar Airways will fly its state-of-the-art A350 aircraft. Flying a long-haul service to Adelaide will enable Qatar Airways to maximise the A350's efficiency and performance and allow its Australia-bound passengers their first opportunity to try the world's newest aircraft.

Qatar Airways Group Chief Executive, His Excellency Mr Akbar Al Baker, said the new route demonstrated the airline's expanding commitment to the Australian market.

"Tourism is the major economic driver in South Australia and Qatar Airways arrives in Adelaide at a time when tourists and business travellers are looking for even more travel options, as well as superior service levels that set new benchmarks," Mr Al Baker said.

Adelaide Airport Managing Director, Mark Young, said the decision was excellent news for both the State's tourism industry and South Australians travelling abroad.

"The Qatar Airways Doha-Adelaide service opens up a brand new link with the Middle East, and provides excellent connections further afield such as with Europe and the UK," Mr Young said.

"Qatar Airways will be flying the new-generation Airbus A350-900 aircraft which made its inaugural commercial flight just this year, so we're getting one of the most technologically advanced twin-engine aircraft in the world."

SA Tourism Minister, Leon Bignell said the announcement by the 2015 Best Airline in the World was a global vote of confidence in Adelaide and South Australia.

The daily flights are estimated to generate an additional \$41 million into our visitor economy and create 228 jobs across the State.

"In this year's State Budget our government injected a record \$35 million into the tourism portfolio to attract additional major events and conventions and to market SA," Mr Bignell said.

"Qatar Airways flies to more than 140 destinations around the world and will provide Adelaide with flights from the Middle East, Europe, India and the east coast of the United States.

"Qatar is the richest country in the world per capital and this relationship will help boost our trade opportunities.

"Adelaide is famous for its premium food and wine and the daily Qatar flight will mean more people from right around the world will be able to fly here to experience our magnificent wildlife and natural beauty.

"The state's seafood industry will also be a big winner with departing flights carrying the world's finest lobster and other seafood as fresh cargo to Qatar and beyond."

Qatar Airways' A350 features the state-of-the-art Oryx entertainment system, with up to 2,000 entertainment options on individual screens in all classes. The jet also offers advanced air conditioning technology and LED mood lighting to enhance the comfort of passengers while reducing fatigue after a long flight.

In addition, the jet will also offer in-flight Wi-Fi connectivity for all passengers allowing them to surf the web on the go.

Daily flights between Doha and Adelaide from 2 May 2016 (all times local)

Depart Doha QR914 at 20:35, arrive Adelaide at 16:25 (next day)

Depart Adelaide QR915 at 21:10, arrive Doha at 04:55 (next day)

ADELAIDE AIRPORT TO BUILD AUSTRALIA'S LARGEST AIRPORT ROOFTOP SOLAR SYSTEM



“ADELAIDE AIRPORT IS AGAIN PROUD TO BE AN AVIATION INDUSTRY LEADER IN SUSTAINABILITY.”

Adelaide Airport recently announced it will build the largest airport rooftop solar power system in Australia, further enhancing its reputation as a leader in environmental sustainability.

The 1.17MW system, to be built on the terminal car park roof by Solgen Energy, will reduce Adelaide Airport Ltd's energy consumption and carbon emissions by close to 10 per cent.

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

Adelaide Airport Executive General Manager Corporate Affairs, Brenton Cox, said the solar system, made up of 4,500 panels, will be big enough to power the equivalent of more than 300 homes.

“Adelaide Airport is again proud to be an aviation industry leader in sustainability,” Mr Cox said.

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

“Earlier this 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.”

Solgen Energy Director, David Naismith, said that the Adelaide Airport solar power system is an exciting project for the industry.

“This project further demonstrates the growing uptake of solar power as an integral part of any business's energy mix, irrespective of industry,” Mr Naismith said.

“Working within Adelaide Airport's site constraints we engineered a bespoke solution to solve the delicate balance of optimising power output, while delivering a robust business case.

“We're excited about our partnership with Adelaide Airport to deliver a project that provides a cornerstone to the airport's environmental objectives showcased across 8,000 square metres of rooftop.”

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

Construction on the new solar system is expected to start in December and be completed by April 2016.

ADELAIDE AIRPORT EXPANDS AVIATION BUSINESS DEVELOPMENT TEAM

Adelaide Airport recently announced it has expanded its aviation business development team in a push to further develop international opportunities and attract new airlines to South Australia. The move is part of a wider restructure of the airport's executive management team.

Adelaide Airport Managing Director, Mark Young, said Adelaide Airport has appointed Jonathan Cheong to a new role as Head of Aviation Business Development, reporting to Brenton Cox the Executive General Manager Corporate Affairs.

"Jonathan will play a very important role as we increasingly look to build on our recent successes in attracting new international services to Adelaide," Mr Young said.

"We have our eyes set firmly on new markets such as China and the US, and Jonathan's experience and knowledge will be material in helping us to attract new aviation business."

Jonathan was most recently working in an aviation business development role for Sydney Airport. He has also worked with Sichuan Airlines and Virgin Atlantic as well as aviation consultancy Aspirion. Jonathan speaks fluent Mandarin, Cantonese, Bahasa Malaysia, Bahasa Indonesia and Hokkien in addition to English.

Mr Young said current Executive General Manager Business Development, Mal Andrews, would be taking on a new Head of Aviation Support role and, prior to his retirement in September 2016 after 43 years in the aviation industry, Mal will be advising on specific aviation matters and terminal expansion.

"Mal has been instrumental in attracting major airlines such as Emirates and Qatar Airways to Adelaide, and has grown the incumbent domestic and international market to the point we were Australia's fastest growing capital airport for the past 4 years. He leaves a great legacy."

Adelaide Airport also announced the appointments of Craig Shute as the new Executive General Manager Property, and Emma Boulby as the new Executive General Manager Airport Operations.

Mr Shute, a highly respected property professional, is returning to Adelaide from Hong Kong to take up his new position. He has been Senior Managing Director for Hong Kong, Macau and Taiwan for global real estate services business CBRE. He will take up the new role in February 2016.

Mr Young said Craig's appointment comes at an exciting time for the company, which last year announced its 30-Year Vision for growth including the creation of a new Airport Business District.

"Craig will play a significant role in driving our plans to create our new Airport Business District, which will be a globally connected, next generation hub with designated industry clusters," he said.

Craig's impressive career with CBRE spans 17 years. He joined the Hong Kong team as Managing Director in August 2008, following similar Managing Director positions with CBRE in Adelaide, San Diego and Las Vegas.

Mr Young thanked current Executive General Manager Property, Ken May, for his outstanding work in managing the Adelaide and Parafield Airport's property profile, which has grown significantly over the past 16 years. This includes such cornerstone developments as IKEA, Harbour Town, Burbridge Business Park and Masters, and in leading the master planning process and developing terminal retail opportunities. Ken will remain with Adelaide Airport to advise on a number of significant projects prior to his retirement in late 2016.

New Executive General Manager Airport Operations, Emma Boulby, has been Project Manager at Adelaide Airport since 2013. Her previous experience includes Business Development Director for G4S in the UK, and Head of Airline Business Development at London's Gatwick Airport.

Vince Scanlon (formerly Executive General Manager Airport Operations and Infrastructure) has moved to an expanded role as Executive General Manager Planning and Infrastructure. Vince will now principally be focused on the airport's future infrastructure requirements as it looks to growth as part of its 30-year Vision.



PARAFIELD AIRPORT SECURES NORTHERN ADELAIDE FOOD PARK BASE

**“IT WILL CREATE
EVEN MORE
JOBS AND DRIVE
BUSINESS IN A
SECTOR THAT IS
WORLD-CLASS.”**

The Northern Adelaide Food Park will be based in the Parafield Airport precinct, creating global opportunities for the state's industry and jobs in the north.

Premier Jay Weatherill said the state-of-the-art development would enable food manufacturers, food packaging specialists, cold-chain suppliers and transport companies to expand and grow.

“South Australia's food manufacturers face numerous challenges including increasing costs of operation,” Mr Weatherill said.

“The 40-hectare Food Park will provide expansion opportunities for new and existing businesses. Importantly, the Park will help to expedite distribution of food to local, national and international markets.

“It will create even more jobs and drive business in a sector that is world-class.”

The 2015-16 State Budget included \$93 million over four years in targeted initiatives to deliver a sustainable future for northern Adelaide including \$2 million over two years to help with the planning of the Food Park.

The Food Park is also contained in the State Government's Northern Adelaide Economic Plan.

“As the closure of Holden's Elizabeth plant in 2017 approaches, the State Government must use everything at its disposal to support new and growth industries to protect and create jobs,” he said.

Minister for Agriculture, Food and Fisheries, Leon Bignell, said the food industry was an important driver of jobs in South Australia.

The food industry generated more than \$15 billion in revenue in 2013-14 with the finished food industry contributing \$5.9 billion.

“South Australia is a global leader in growing clean and green produce and we are perfectly positioned to supply premium food to the rest of the world,” Mr Bignell said.

“The state-of-the-art Food Park will build upon the success of food production in northern Adelaide and enable food manufacturing businesses to access shared infrastructure and services.

“We will also be able to expand our food processing and manufacturing capabilities, increase capacity, productivity and cost efficiency, and develop collaboration and knowledge creation across the sector.”

Parafield Airport Executive General Manager Property, Ken May, said the Food Park would further utilise airport land, extending the organisation's portfolio of activities.

“Parafield Airport is located very close to food processing and manufacturing businesses and major food distribution centres in northern Adelaide, with close links to road, rail, air and heavy vehicle infrastructure,” he said.

“The site is development ready and appropriately zoned as set out in our Parafield Airport Master Plan.”

For more information go to www.pir.sa.gov.au/foodpark.

DIGGING BEGINS ON ADELAIDE AIRPORT PET HOTEL



THE PET HOTEL IS EXPECTED TO SATISFY A NEED FOR TRAVELLING PET OWNERS AND FURTHER EXPAND THE AIRPORT'S SERVICES.

The first 'sod' has been turned to mark the start of the development of Guide Dogs SA's new five-star pet hotel at Adelaide Airport.

To be located on Adelaide Airport's western edge adjacent Tapleys Hill Road, this exciting new development will be the first of its kind in inner-metro Adelaide. It will provide both luxury and affordable mid-range personalised accommodation for dogs, cats and other pets while their owners are away on holidays or business.

The hotel has officially been named Beau's, after the first Guide Dog ever trained in Australia in 1951, Beau.

The industry-leading facility will include 244 standard and luxury rooms, and extensive indoor and outdoor enclosures where pets can run, play and swim.

Guide Dogs SA/NT's Chairman, Joe Thorp, invited the inaugural Chairman of Guide Dogs SA in 1957, Frank Beauchamp, to 'turn the first sod'.

Guide Dogs SA/NT Chief Executive, Kate Thiele, said the organisation will use its high-level expertise in animal care, dog training and kennelling to establish the pet hotel to the highest standard.

"We're excited that this development is now under way. It's particularly pleasing to see the hotel name 'Beau's' have a connection with both our first guide dog, Beau and our first Chairman, Mr Frank Beauchamp," Ms Thiele said.

Standard dog boarding will comprise clean and spacious individual kennels with beds, climate-controlled temperate and plenty of natural light.

Luxury rooms will include personal televisions and even live-streaming webcams, so clients can view their loved-ones from anywhere on the globe. Cats will have access to spacious condos with private sleeping areas and litter boxes.

Beau's Personalised Pet Hotel – which will also offer personalised doggy day-care and training services – is expected to be open to the public by early 2017.

"This is a first for Guide Dogs SA. Never before in South Australia have we seen a facility of this type, which will in itself be a holiday destination for pets thanks to the outstanding facilities and high standard of care and safety that the hotel will provide," Ms Thiele said.

"This will be Adelaide's first inner-metropolitan, purpose-built personalised luxury pet hotel where owners will be able to leave their cats, dogs and other pets with absolute peace of mind while they're away.

"In many cases owners will be able to drop their pets off at the hotel and be checking-in for their flight just five minutes later.

"Importantly, all our pet hotel employees will undertake a similar training regime to Guide Dogs' highly skilled dog experts to ensure quality care, backed by Australia's most trusted charity."

The pet hotel is expected to satisfy a need for travelling pet owners and further expand the airport's services.

Adelaide Airport anticipates a market for people holidaying at caravan parks and other accommodation along Adelaide's metropolitan coast that may not welcome animals.

Recently voted Australia's most trusted charity for a third year in a row, Guide Dogs SA/NT aims to enhance the quality of life for individuals with a sensory disability and families of children living with autism. Its services meet the needs presented over the course of a lifetime, from life skills for children with a sensory disability, to study and employment, and the transition to independent living and ongoing support for older Australians.

For more information about Guide Dogs SA/NT, visit www.guidedogs.org.au.

10TH BIRTHDAY FOR ADELAIDE AIRPORT'S T1 TERMINAL



Adelaide Airport has celebrated the 10th birthday of its award-winning T1 domestic and international terminal.

Around 70 million passengers have passed through the state-of-the-art terminal since it was officially opened by then Prime Minister John Howard on 7 October 2005.

Since then, international passenger numbers have almost tripled (188 per cent), domestic passenger growth is 36 per cent and regional numbers are up by 46 per cent, for a total average increase of 46 per cent. Close to 8 million passengers passed through Adelaide Airport in 2014/15.

Adelaide Airport marked the occasion with a cake cutting ceremony in the main concourse and handed out free cupcakes and retail vouchers to customers.

Adelaide Airport Managing Director, Mark Young, said the terminal had well and truly stood the test of time.

“Our terminal is still considered by many observers to be the most modern, innovative and well-designed terminal in Australia,” Mr Young said.

“It’s been a significant 10 years since the new terminal opened, with strong growth and new services across our domestic and international routes. Some of the more recent highlights have included attracting Emirates from Dubai, direct Hong Kong services with Cathay Pacific and increased flights across our other airline partners.

“We’ve been the fastest growing capital city airport for the past four to five years. Right now we continue to talk with international airlines to attract more services to more destinations, and we have the United States and China very much on our radar.

“On the ground, we’re in the middle of a competitive selection process to choose a hotel developer and operator hopefully by the end of the year.

“We’re also in a stakeholder consultation phase as part of our plans to extend the northern end of the terminal. This would see the demolition of the old international terminal building and the creation of more gates and more tarmac space for aircraft parking.”

Mr Young said Adelaide Airport continued to look for ways to improve what it offered its customers.

“More recent improvements have included construction of the new terminal multi-level car park and pedestrian plaza, plus attracting an improved mix of retail and dining options in the terminal itself,” he said.

“We’re determined to keep up the momentum, and our 30-Year Vision we launched late last year offers some exciting opportunities for ongoing development of our airport precinct including further terminal expansion and a new Airport Business District.”

FINANCIAL YEAR TO DATE

Domestic

SEP - 15 SEP - 14 GROWTH
1,624 **1,598** **1.6%**

Pax (‘000s)	Quarter to Date			Financial Year to Date		
	Sep-15	Sep-14	Growth (%)	Sep-15	Sep-14	Growth (%)
Domestic	1,624	1,598	1.6%	1,624	1,598	1.6%
International	219	258	-15.1%	219	258	-15.1%
Regional	129	144	-10.2%	129	144	-10.2%
Total	1,973	2,000	-1.4%	1,973	2,000	-1.4%

ADELAIDE AIRPORT RECORDS 1.6% DOMESTIC GROWTH

Adelaide Airport Limited (AAL) has recorded a -1.4% decline in total passenger numbers for Q1 FY16 compared to the prior corresponding period.

Domestic passengers grew +1.6% to 1.6 million for the quarter, largely due to capacity increases, with an additional 34,000 (+1.6%) seats in comparison to the previous corresponding period.

International passengers decreased by -10.2% during Q1 FY16, largely due to the cancellation of AirAsia X's Kuala Lumpur service on 25 January 2015.

Regional passengers decreased by -10.2% on prior year.



LUCKY SHOPPER HAS CHANCE TO BECOME AN INSTANT MILLIONAIRE

A lucky shopper at Adelaide Airport was given the chance to become an instant millionaire as part of a nation-wide retail competition run by Lagadere Travel Retail Global Group in July and August.

The competition, one of the largest ever promotional campaigns run by the retail group, concluded with a lucky customer winning \$10,000 prize money, after playing for the chance to win an instant \$1 million.

The winner purchased a sheepskin jacket at the Purely Merino store in Adelaide Airport, making him eligible to enter the competition. He was selected from a pool of close to 50,000 entries and flown from his hometown in Victoria to take his pick from more than 1000 Antler suitcases for the chance to win the million dollars.

While he didn't take home the grand prize, he hopes to use his \$10,000 winnings to broaden his travel horizons even further, and jet off to his sister's Italian wedding next year.



**JET EXPRESS BUS
TRIAL EXTENDED UNTIL
END OF THE YEAR**



The trial of a dedicated airport-to-hotel bus service will be extended until the end of the year as patronage steadily grows.

The Jet Express service was introduced last year to provide a direct connection between the Adelaide Airport and hotels in the city.

The Transport Minister, Stephen Mullighan, said patronage had been steadily improving on the weekday-only service.

“Patronage data shows that in the first month of the service just fewer than 1700 passengers used the service and that jumped to more than 1800 in mad March,” Mr Mullighan said.

“July saw the biggest jump in patronage with more than 2100 people jumping on-board.

“This suggests that more and more people are becoming aware of the service and we want to give it more time to grow before making any changes.”

Mr Mullighan said the service was aimed at taking full advantage of the expansion of hotels in the city.

“In the past two years four new hotels have opened up with more than 600 extra rooms and another five hotels are to be built in coming years,” Mr Mullighan said.

“We want to ensure that we encourage this growth by providing tourists and travellers with the best possible transport connections.”

ADELAIDE AIRPORT RELEASES 2014/15 ANNUAL REPORT

ADELAIDE AIRPORT IN 2014/15 HAS POSITIONED ITSELF FOR STRONG FUTURE GROWTH WITH THE LAUNCH OF OUR 30-YEAR VISION AND THE CREATION OF A NEW AIRPORT BUSINESS DISTRICT.

Adelaide Airport has released its financial and operational results for the 2014/15 financial year. Following is Adelaide Airport Limited Chairman, Rob Chapman's report on the past year:

“Adelaide Airport in 2014/15 has positioned itself for strong future growth with the launch of our 30-Year Vision and the creation of a new Airport Business District.

This forward thinking, combined with our continued passenger growth and solid financial results, has allowed us to make critical decisions on future infrastructure and pursue new business development opportunities.

We have also been successful in receiving approval from the Federal Minister for Transport for the Adelaide Airport 2014 Master Plan, which will allow us to plan for growth, job creation and sustainable economic development.

Adelaide Airport was again the fastest growing capital city airport in Australia for the 2014 calendar year, with international passenger numbers leading the way. While growth was more muted in the second half of the financial year, we are optimistic we can attract new airlines and reach new destinations, as well as further developing our existing services.

Cities in China and the US are very much on our radar. The continued international growth is especially pleasing. Our services to Dubai with Emirates, Hong Kong with Cathay Pacific and Bali with Jetstar and Virgin Australia have continued to shine, offsetting the withdrawal of AirAsia X to Kuala Lumpur and Jetstar's Auckland service. South Australia continues to become a destination of choice for major markets such as China, the US and Europe.

Our balance sheet remains in a healthy position. The Company in 2014/15 made a net profit after tax of \$36.5 million on the back of revenue of \$179.6 million. We have also successfully accessed the US private placement market for the first time with a bond issue, which will be used to refinance an upcoming bond maturity and for capital expenditure.



On the ground, Adelaide Airport has completed construction of the southern apron expansion, giving us significantly more room for aircraft parking adjacent the main terminal. We've also completed redevelopment of international facilities with the delivery of two additional international gates.

Discussions are well advanced on finding a developer and operator for a new airport hotel, and we are well advanced in the planning phase for a future expansion of the domestic and international terminal.

Sustainability continues to be one of Adelaide Airport's major strengths. I was delighted to hear that 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.

I would like to congratulate all of the team at Adelaide Airport Limited for the way in which they not only perform their roles, but in the way they project such a positive image of our airport towards customers and stakeholders. Our team places a heavy emphasis on helping our customers, and everyone from the senior management team to the security personnel and volunteer ambassadors play a significant role in that process.

The theme for this Annual Report is about working towards the Vision we announced late last year. Within this report you will see there is a very solid base on which we can build to achieve this Vision.”

To read the Annual Report, go to:

www.adelaideairport.com.au/corporate/about-us/company-profile/annual-reports/



OUR BEST RETAILERS REVEALED

WINNER: SPECIALTY RETAIL – AUSTRALIAN MADE, LS TRAVEL RETAIL PACIFIC

WINNER: FOOD & BEVERAGE – 1862 BAR, DELAWARE NORTH

WINNER: INTERNATIONAL – AELIA DUTY FREE, LS TRAVEL RETAIL PACIFIC



Adelaide Airport's retailers play a vital role in helping to ensure customers have the best possible experience when arriving and departing on flights or waiting for friends and relatives.

Each year, Adelaide Airport recognises retailers that have made an outstanding contribution to the domestic and international terminal retail space and improved the overall customer experience.

In 2014/15, the following retailers have won awards for their excellence in sales and customer service across our key retail categories:

- **Winner: Specialty Retail – Australian Made, LS Travel Retail Pacific**
- **Winner: Food & Beverage – 1862 Bar, Delaware North**
- **Winner: International – Aelia Duty Free, LS Travel Retail Pacific**

Based on outstanding sales and customer service results for 2014/15, Australian Made was named 2015 Retailer of the Year and has received a \$20,000 media package courtesy of Adelaide Airport and oOh! Media.



SAFETY FOCUS FOR AIRPORT

Adelaide Airport has joined more than 100 aerodromes across Australia and New Zealand in promoting airport safety as part of Airport Safety Week from 26 to 30 October.

A collaboration between the Australian Airports Association (AAA) and the New Zealand Airports Association (NZ Airports), Airport Safety Week supports the safety conversation at aerodromes by providing airport operators and stakeholders with a range of tools and resources to engage with employees and contractors.

Each day of Airport Safety Week focuses on a different airport safety theme, with informative and interactive safety initiatives taking place and resulting in strong participation from airport employees.

Monday saw staff receiving tips on how to maintain a healthy back by understanding associated risk factors, learning back care exercises, improving posture, lifting techniques and identifying safer work practices.

Tuesday focused on 'fatigue' with CQ University's Jessica Paterson addressing issues relating to sleep, fatigue, performance and well-being, in particular mental health.

Wednesday's topic was 'runway safety' culminating in the popular annual Foreign Object Debris (FOD) Walk, where participants pick up loose items near runways and taxiways that may otherwise prove a risk to the safe operation of aircraft.

Thursday's focus was on Parafield Airport, where the team had the chance to be involved with safety week with an injury prevention session and mini safety expo.

On Friday, a Health & Safety Expo included several fun and interactive stands set up and hosted by friendly health professionals who also carried out mini health checks throughout the afternoon for all Adelaide Airport Limited employees.

CATHAY PACIFIC ADDS FIFTH WEEKLY SERVICE



Cathay Pacific Airways has added a fifth weekly flight to Adelaide from 2 December 2015. The move sees the airline increase its capacity on the route by 25 per cent and brings the weekly number of seats to 2,500.

Nelson Chin, General Manager, Cathay Pacific Airways Southwest Pacific, said the increase is a direct response to high demand from both inbound and outbound passengers.

“Since we introduced our new schedule in early April last year which provides better connections, particularly to the UK and Chinese destinations, we have seen demand surge,” he said.

“Our flights have been very popular and we have seen increased numbers of tourists into Adelaide from mainland China, as well as South Australians taking advantage of the fast connections to China, Asia, London and North America via Hong Kong.

“The fifth flight will depart Hong Kong on Wednesday night and depart Adelaide on Thursday morning, making Adelaide departures available on Monday, Wednesday, Thursday, Friday and Sunday, giving South Australian passengers more flexibility in their travel plans.”

The direct flights to Hong Kong provide same day connections with mainland China, Japan, Korea and Taiwan, with onward connections to London. The additional flight also means an increase in capacity for freight from South Australia.

