

plane talk

Adelaide Airport Limited | Community News | December 2017



3

**AIR NEW ZEALAND
DREAMLINER
LANDS IN ADELAIDE**

5

**PARAFIELD AIRPORT
CELEBRATES 90 YEARS**

9

**OZ MINERALS TO
RELOCATE TO AIRPORT
BUSINESS DISTRICT**

11

**COMPOSTABLE COFFEE
CUPS TRIALLED**



MANAGING DIRECTOR'S REPORT

Earlier this year we predicted Adelaide Airport was in for a big 2017. Looking back on the past 12 months and if anything, we possibly underestimated what was ahead.

As you'll see in this December Plane Talk, the past four months alone have been an incredibly busy period.

Starting at the top, we're once again Australia's fastest growing capital city airport for international passenger numbers, a title we've held several times in recent years.

What is particularly encouraging is that this growth is not just on the back of new carriers travelling to new destinations. The past year has been notable for the fact we're seeing our international airline partners both adding services to their existing schedules – such as Qatar Airways moving as promised to daily services – and 'upgauging' to bigger aircraft – such as Air New Zealand now flying the Dreamliner between Adelaide and Auckland.

This in turn has another major benefit for our State. The increase in wide-body aircraft travelling to and from Adelaide significantly increases the air freight export opportunities for South Australian companies, particularly for seafood, fresh produce and wine. In fact, we're even seeing exporters in Victoria sending their produce to Adelaide to be air-freighted to international markets.

On the domestic front, we're very pleased we have now filled the most noticeable gap in our network with Jetstar's introduction in November of direct flights to Hobart.

Getting people to and from the airport is a key part of our business. We've seen notable change to our ground transport services in recent months, including the introduction of ride sharing facilities for services such as Uber, and the installation of electric vehicle charging stations in our terminal car park – a first for airports in Australia.

While new airlines and new infrastructure tend to grab most of the headlines at Adelaide Airport, it's important to recognise what goes on behind the scenes that helps ensure we run one of Australia's best airports.

Firstly, we have topped a global airports ranking for sustainability in a benchmarking assessment program. As well as being the top airport, the GRESB Sector Leader Awards program also ranked us in the Top 10 of 160 infrastructure assets globally.

Secondly, congratulations to our Risk and Enterprise Manager, Patty Therrios, who has been named 'Risk Professional of the Year' by the GRC Institute at its recent national awards. Patty and her team are to be congratulated for the work they do in risk management, which is clearly an essential component of the aviation sector.

Finally, I would welcome two new appointments to our team. Michael Gorman has been appointed to the Adelaide Airport Ltd Board, providing a wealth of experience in both, real estate, and the public equity and debt markets. I would like to make special mention of retiring board member, Jim Tolhurst, who has made a significant contribution to the aviation sector throughout Australia, including during his 13 years on the Adelaide Airport Limited Board.

We also welcome Barrier Rogers as our new Parafield Airport Manager. You can read about his fascinating career history in this edition. Barrie brings extensive aviation experience and knowledge to Parafield Airport, which has just celebrated its 90th birthday.



... AND QANTAS DREAMLINER DROPS IN FOR A FAMILY DAY

Qantas' first Boeing 787-9 Dreamliner, named Great Southern Land, has made its maiden flight to Adelaide in November.

The Dreamliner, which has been operating a number of domestic sectors for crew familiarisation, received a water cannon salute upon landing at Adelaide Airport.

Qantas' has eight Boeing 787-9's on order and from March, Adelaide passengers will be able to fly one stop (via Perth) to London.

AIR NEW ZEALAND DREAMLINER LANDS IN ADELAIDE

Adelaide Airport has welcomed South Australia's first scheduled Dreamliner flight, with the inaugural service touching down on October 26.

Air New Zealand's Boeing 787-9 Dreamliner flight will operate three times per week between Auckland and Adelaide, opening new opportunities for business and tourism.

The Boeing 787-9 Dreamliner has capacity for 302 passengers, compared with 168 on the Airbus A320, and offers Business Premier and Premium Economy, which are not currently available on the Auckland to Adelaide A320 service.

Air New Zealand operates between four and six flights per week between Auckland and Adelaide. The Dreamliner will now be used for three of these flights, adding approximately 400 seats per week, an increase of 25 per cent.

Air New Zealand Chief Revenue Officer, Cam Wallace, said the airline's Boeing 787-9 fleet had proven to be popular with customers with its distinctive inflight products and features such as lower cabin altitude, higher humidity and larger windows which all contribute to a feeling of spaciousness and wellbeing.

"Deploying the aircraft on this route allows us to enhance the inflight experience for customers travelling between New Zealand and South Australia," Mr Wallace said.



WE'VE TAKEN THE CAKE ... AGAIN!

International aviation website anna.aero has awarded Adelaide Airport and Qantas 'Cake of the Week' for the spectacular creation by Sugar and Spice to mark the start of QantasLink services to Kangaroo Island. It's the second time this year Adelaide Airport has won the 'coveted' award, having had similar success for the launch of Fiji Airways' service to Nadi in June.



AAA CONFERENCE LANDS IN ADELAIDE

Adelaide played host to the 2017 Australian Airports Association Conference at the Adelaide Convention Centre in November.

More than 600 delegates from airports around Australia took part in the four-day program. It's the first time the conference has been held in Adelaide since 2010.

This year's program focused on leadership, security and commercial aspects of the aviation industry as well as increased content relevant to regional council mayors, councillors and CEOs.

NEW DIRECTOR APPOINTED TO AAL BOARD

Adelaide Airport Limited (AAL) announced the appointment of Michael Gorman as a new Board Director.

AAL Chairman, Rob Chapman, said Mr Gorman would bring a wealth of experience to the Board as a result of his expertise in both real estate and the public equity and debt markets.

"Mr Gorman has a demonstrated track record as Chief Investment Officer and Deputy CEO of a significant Australian Real Estate Investment Trust," Mr Chapman said.

"His experience extends beyond the investment in real estate to the master planning, management and development of large public property assets, particularly shopping complexes, as well as monitoring the ongoing management of retail environments to optimise the customer experience.

"His public equity and debt market experience extends to the management of a top 50 public company for nearly a decade, with direct responsibility to shareholders and the board for strategy and day-to-day management. This included raising several billion dollars in equity on the Australian Securities Exchange and corporate bonds in the domestic and US markets."

Mr Gorman has a Masters of Business Administration, a Bachelor of Architecture and a Bachelor of Science (Architecture). He is a Fellow of the Australian Property Institute and Royal Society of Arts.

Mr Chapman thanked retiring Director Jim Tolhurst, who had provided expertise, experience and advice to the Board over the past 13 years. He said Mr Tolhurst had been a significant contributor to the aviation sector in Adelaide and throughout Australia.

NEW PARAFIELD AIRPORT MANAGER

The role of Parafield Airport Manager has been taken on by Barrie Rogers.

Barrie brings a wealth of experience both in airport management and the wider aviation industry.

A qualified pilot, Barrie's previous role was as Port Lincoln Airport Manager, where he developed a good working relationship with Parafield and Adelaide Airport stakeholders.

Barrie's passion for aviation started at an early age, but it was his interest in civil engineering that saw him and a few colleagues invent and patent a robotic trenching machine that ultimately saw him as President of a Fortune 500 company division in the US at just 26 years of age.

Other career moves included running a helicopter dealership and flight school in California, and managing infrastructure, including the airport, on Lord Howe Island for eight years.

Barrie said he was looking forward to working with the team at Parafield in progressing the organisation into the future.



PARAFIELD AIRPORT CELEBRATES 90 YEARS

Parafield Airport has celebrated its 90th birthday, reaching the milestone on October 1st.

Over the past 90 years Parafield has played host to some of the country's most renowned pilots and aviation enthusiasts and was originally SA's first aerodrome.

Parafield Airport was first used as an 'all over' aerodrome in 1927, when Miller Aviation Company (later MacRobertson Miller Airways in Western Australia) and Australian Aerial Services moved from the 'main aerodrome' at Albert Park. Later that year, on 26 November 1927, the Royal Aero Club of South Australia built a hangar at Parafield, and bought two aircraft for passenger and training purposes.

On May 29, 1929 two De Havilland Hercules Airlines, carrying 21 passengers, arrived at Parafield from Perth on the inaugural flight of the East-West Service.

On October 1, 1929, 16 aircraft landed at Parafield in the course of the East-West Air Race from Sydney to Perth.

Today, Parafield Airport is one of the busiest general aviation airports in Australia. The past financial year Parafield saw 218,000 movements.

The aerodrome is a world standard international training airport. It is the home ground for a number of flight training operations where students from around the world learn to become pilots.

In celebration of this milestone, Parafield Airport Limited will launch the Parafield History Project to commemorate the 90th anniversary of Parafield Airport.

The project will be housed in Building 14 on Kings Road, previously the Airport Fire Station. Ultimately there will be a walking trail with signage at significant sites.

The initial launch will display items relating to the key themes and events that have occurred at Parafield over the past 90 years. We'll be seeking input from the community to develop the project and build a digital library of images, stories, oral histories and any other ephemera that becomes available.

The State Library of SA has been engaged to assist with the curation and development of the project. A Parafield History Project committee has been created to facilitate the project. This group is responsible for the creation of written and pictorial reference material and development of the oral history collection.

If you have anything you would like to contribute to the Parafield History Project, please contact the Parafield Customer Coordinator, Steph Norrie, on (08) 8307 5700.



RIDE-SHARING PICK-UPS INTRODUCED

Ride-sharing services such as Uber can now pick up customers at Adelaide Airport, as part of a range of ground transport improvements.

The move to ride-sharing follows the State Government and Uber reaching agreement on accreditation, giving South Australians regulated access to ride-sharing services.

To cater for the change, Adelaide Airport has constructed a new ride-sharing pick-up facility close to the terminal.

A new dedicated taxi drop-off facility will also be constructed adjacent the terminal, which will provide an alternative to the existing drop-off zone under the car park – significantly freeing up space for other drivers.

Additional improvements will be made to the existing taxi pick-up rank to provide better weather protection for customers.

A \$3 service fee applies for all ride sharing services picking up passengers in the terminals precinct – the same as for taxi pick-ups at the airport. All service fee revenue goes directly toward investment in ground transport facilities and initiatives.

Managing Director, Mark Young, said the introduction of ride-sharing would provide customers with more choice for getting from the airport to home or their accommodation.

“The State Government’s decision to allow access to ride-sharing services has allowed us to invest in facilities to provide a better experience for our customers,” Mr Young said.

“Creating a new dedicated taxi drop facility adjacent the terminal will also free up space in our existing drop-off zone for other users. We’ve spent more than \$8 million on taxi facilities over the past decade and we’re now investing a further \$4 million in new facilities.”

Ride sharing is currently permitted at most Australian airports including Sydney, Canberra, Perth and Brisbane.



RETAILERS AWARDED

Adelaide Airport has recognised the outstanding sales and customer service results of T1 retailers at the 2016/17 Adelaide Airport Retailer of the Year Awards, held at the Mayfair Hotel.

The overall winner was Coopers Alehouse, which has received a \$20,000 oOh! Media package.

The category winners were:

Food & Beverage
 Winner - Coopers Alehouse, Delaware North
 Runner Up - Muffin Break

Specialty Store
 Winner - Shades
 Runner Up - Carry On, AWPL



JETSTAR BEGINS HOBART FLIGHTS

Up to 55,000 customers are expected to travel each year on Jetstar's new direct service between Adelaide and Hobart, launched last month.

Flights are operating three times per week, and will reduce travel times between the two cities by at least three hours from the previous connecting options.

The Adelaide-Hobart route has been Adelaide's largest unserved market for some time, with significant demand from customers to fly direct rather than via Sydney or Melbourne.



SNIFFING OUT FRUIT FLY THREAT

South Australia's fruit fly defences have been strengthened with a detector dog patrolling Adelaide Airport to sniff out any fruit coming in from interstate.

Andy, a pure-bred beagle, will monitor domestic passengers' hand luggage and suitcases at the airport's aerobridge or arrival carousel area – helping to protect South Australia's enviable fruit fly free status.

Andy is trained to sit in the presence of a target odour (in this case fresh fruit) and is then rewarded with a treat from his Department of Agriculture and Water Resources handler when they find any biosecurity risk material.

The Adelaide-based passive response detector dog is the newest recruit in a joint State and Federal Government operation, in partnership with Adelaide Airport, aimed at increasing surveillance and controlling the entry of fresh fruit and vegetables on incoming domestic flights.

The detector dog service complements existing controls already in place at Adelaide Airport and on inbound domestic services, including on-board announcements, display material and quarantine bins.



ELECTRIC VEHICLE CHARGING STATIONS INSTALLED IN TERMINAL CAR PARK

Adelaide Airport has become the first airport in Australia to provide electric vehicle charging stations for customers using its public terminal car park.

Four new charging stations have been installed on Level 2 of the multi-level car park, to the south west of the lift lobby. Two of the stations are suitable for Tesla vehicles, while the other two stations are compatible with both plug-in hybrid vehicles and battery electric vehicles for brands such as BMW, Nissan and Mitsubishi.

Adelaide Airport Managing Director, Mark Young, said the charging stations will initially be available for free.

“We’re keen to gauge the interest in electric vehicle charging at the airport. We’ve decided to provide it free for the first 12 months, in which time we’ll assess demand and consider whether we install further units in the car park,” Mr Young said.

“Some of the electricity for these stations will be sourced from our solar installations on top of our car park and main terminal.

“It’s our understanding we’re the first airport in Australia to offer electric vehicle charging to customers in the public car park.

“Adelaide Airport has been a leader in sustainability and green initiatives over a number of years. This latest initiative complements our solar systems, use of recycled water and stormwater recovery.

“We’re also working with SA water on an irrigation trial aimed at reducing the air temperature within the airport’s micro-climate.”

Adelaide Airport is utilising European-made Level 2 units, which can charge a fully depleted battery in 4 to 6 hours. Installation has been carried out by local SA company GELCOservices.

All allocated parking bays for the charging stations are accessible for people with a disability.



FIERY START TO AIRPORT SAFETY WEEK

The annual Airport Safety Week kicked off at Adelaide Airport in October with events including a fire training exercise, health & safety presentations and the annual 'FOD' (Foreign Object Debris) Walk for airport staff.

Airport Safety Week is a collaboration between the Australian Airports Association and the NZ Airports Association. It aims to encourage all staff and contractors working on an aerodrome to provide a safe environment for all airport users.

Adelaide Airport Managing Director, Mark Young, said safety topics featured during the campaign aim to enhance the overall safety culture at the airport by creating a forum for information sharing and innovative thinking in the area of airport safety hazards. Participants were encouraged to consider their own personal safety as well as their obligations to provide a safe environment for all airport users.

One of the more popular events in Airport Safety Week was again the 'FOD' (Foreign Object Debris) walk where airport staff walked along the airport's runways and taxiways picking up rubbish or other stray objects that may have the potential to be ingested in an aircraft engine and cause damage.

The FOD walk reminds staff that they should be diligent and pick up foreign objects or litter at all times when carrying out their work.

OZ MINERALS TO RELOCATE TO AIRPORT BUSINESS DISTRICT

South Australian mining company OZ Minerals will relocate its head office to Adelaide Airport's rapidly growing Airport Business District, in a deal announced today between the two companies.

OZ Minerals will move into upgraded and retrofitted office space in mid 2018, in what was the former Export Park and now part of the airport's wider Airport Business District.

Adelaide Airport is working with Sarah Constructions and Studio Nine Architects to remodel the space from a warehouse configuration to ground floor and mezzanine office accommodation measuring 1,400 square metres.

The open plan office will retain its industrial feel and will accommodate approximately 80 OZ Minerals staff.

Adelaide Airport Executive General Manager Property, James Sangster, said attracting companies of the calibre of OZ Minerals signalled a significant repositioning and refresh of the Airport Business District, in line with the airport's Vision to be a top tier business centre in the Asia Pacific region.

"There are clear benefits for OZ Minerals moving to Adelaide Airport, giving them easier air access to their Prominent Hill and Carrapateena mining sites as well as national and international markets and investors," Mr Sangster said.

"OZ Minerals is a modern, progressive mining company and one of South Australia's real success stories, so we're excited that they've chosen to relocate their head office to Adelaide Airport.

"It's part of the realisation of our vision to create our Airport Business District, which will be a globally connected, next generation hub with designated industry clusters connected in a seamless manner.

"We offer significant cost and location advantages over other city locations. There's significant infrastructure work underway including the construction of an Atura Hotel, while expansion of the domestic and international terminal is expected to get underway in the first half of 2018."

Other companies that have recently relocated or announced their relocation to the Airport Business District include Otis Elevators and Stenhøj.





CHANGE TO TAXI AND RIDE SHARE SERVICE FEE

The service fee for taxi and ride share pick-ups at Adelaide Airport has increased by \$1 to \$3 from 1 October. There is no service fee for airport drop-offs.

This is the first increase in the service fee since the current terminal opened 11 years ago in 2006, and is still the equal cheapest of Australia's mainland capital city airports. Airport taxi service fees in other mainland capital cities range from \$3 in Perth and Darwin up to \$4.50 in Sydney.

The service fee helps fund a range of ground transport improvements and initiatives.

Adelaide Airport has invested more than \$8 million on taxi facilities over the past decade and plans to invest a further \$4 million in new facilities.

ADELAIDE AIRPORT TOPS GLOBAL SUSTAINABILITY RANKING

Adelaide Airport has topped a global airports ranking for sustainability in a benchmarking assessment program conducted across real estate and infrastructure companies, funds and assets.

The GRESB Sector Leader Awards program ranked Adelaide as Number 1 of 13 participating airports worldwide. It also ranked 4th of all transportation assets, and 9th out of 160 infrastructure assets globally.

The program recognises companies that have demonstrated outstanding leadership in sustainability. Categories include management, performance indicators, risks and opportunities, implementation, and stakeholder engagement.

Adelaide Airport scored a perfect 100% in the 'implementation' category, and was well ahead of the average ratings across all categories.

Adelaide Airport Managing Director, Mark Young, said the global benchmarking survey provided a big tick for the way Adelaide Airport conducted its business both internally and externally, but was also useful in identifying areas where further improvement could be achieved.

"This is the first time we've taken part in the GRESB global sustainability benchmarking and we're very happy to see that our business is tracking well when compared with our peers," Mr Young said.

"Just as importantly, we can drill down into the details of the results and identify how we can continue to improve to the benefit of our business, customers and shareholders."

GRESB Managing Director, Sander Paul van Tongeren, said the organisation was pleased to recognise the 2017 Sector Leaders such as Adelaide Airport for their clear commitment and meaningful action to improve their sustainability performance.

"One of the things that really stood out this year is how investor interest, backed up with accurate performance benchmarking, is empowering the spread of sustainable best practices, such as those shown by the GRESB Sector Leaders, across the market globally," he said.

GRESB is an industry driven organisation transforming the way capital markets assess the environmental, social and governance (ESG) performance of real asset investments. The Infrastructure Assessment covers 64 funds and 160 assets. For more information go to www.GRESB.com.



NATIONAL RISK MANAGEMENT AWARD FOR PATTY

Adelaide Airport's Enterprise Risk and Environment Manager, Patty Therrios, has been named national 'Risk Professional of the Year' by the GRC Institute at its recent 21st annual awards in Melbourne.

The GRCI Annual Awards were created to recognise outstanding contributions by individuals and corporations to the development, understanding, or implementation of governance, risk and compliance (GRC) systems in Australia.

Adelaide Airport Managing Director, Mark Young, said Patty and her risk & compliance team have performed at the highest level for a sustained period and were exceptional recipients of the award.

"Risk management is understandably an essential component of the aviation sector. Patty and her team have significantly built upon the way Adelaide Airport views risk and compliance with tangible change, innovation and best in class risk management," Mr Young said.

"While this area has always been a high priority for us, Patty and the entire airport team have recently taken Adelaide Airport's risk management systems to a new level. More broadly, the highly engaged culture in relation to hazard and incident management has translated directly to a safer workplace. The strength of the culture is observable at all levels of the business starting with the governance framework set by shareholders and the Board.

"At a national level, Patty was involved in founding the Australian Airports Association Risk and Compliance Networking Group, which she currently chairs, so risk management initiatives and best practice from airports around Australia are now being shared."

Managing Director of GRCI, Naomi Burley, said: "The GRCI Awards judging panel members were impressed by the rigour of the approach to the work undertaken, the rapidity of implementation and the flow on affects it potentially will have on the industry as a whole by setting best practice standards.

"To meet the criteria of our awards is difficult, to be the best in the strong field we were presented with this year, is outstanding."



COMPOSTABLE COFFEE CUPS TRIALLED

A campaign to reduce disposable coffee cup waste has seen the trial of compostable coffee cups in the terminal during November.

Adelaide Airport is also making sure the other parts of the coffee making process are environmentally friendly.

Over the past year Adelaide Airport has diverted about 78 tonnes of coffee grinds from going into landfill. That's the equivalent of 11,142 pieces of carry-on luggage!



GOGET LAUNCHES AIRPORT CARSHARE SERVICE

GoGet Carshare has launched an on-airport carshare service in Adelaide.

The carshare company, which has more than 2,300 vehicles across Australia and more than 95,000 members, is creating a nationwide network of carshare-enabled airports in response to demand from business and personal travellers keen to use carshare in different cities as soon as they land.

Adelaide has joined Melbourne Airport's on-airport service, which has experienced strong growth since its inception less than a year ago.

Justin Passaportis, General Manager, South Australia for GoGet said Adelaide Airport now had the most number of affordable transport options available to the traveller of any major airport in Australia.

"We have been hearing from a lot of people who want this, because carshare at the airport transforms the travel experience. Just walk off your plane and a few minutes later you are swiping into your GoGet car and driving straight out of the airport —no wait, no paperwork," Mr Passaportis said.

Five vehicles are available at Adelaide Airport, with GoGet members able to book the vehicles in transit and gain access through their smart cards. The cars are located in the airport car park behind the terminal multi-storey car park.

TERMINAL BUSINESSES ADOPT WORLD FIRST CHINESE VISITOR APP

Adelaide Airport has signed up for the ground-breaking UWAI Chinese visitor app, to help incoming passengers overcome the language barrier and make it easy for Chinese to engage with local businesses.

All of Adelaide Airport's retail and dining establishments are now registered on the new app, which allows visitors to search and interact within the terminal as well as other locations across Adelaide.

UWAI – which translates as 'travel abroad' – had its global launch in South Australia with more than 1,000 local listings ranging from wineries to restaurants and tourism experiences.

Smart decals have been rolled out to all airport businesses, meaning information is easily and immediately accessible even before they download the app. Chinese visitors will see details on how welcoming South Australian businesses are to Chinese visitors as soon as they arrive off the aircraft and enter the terminal.

UWAI Founder, Simon Henry, said the app would allow businesses to engage with Chinese visitors and at the same time ensure these visitors have a great experience while here.

"We want Chinese visitors to feel welcome and have a great time by visiting more local businesses and experience more local offerings," Mr Henry said.

"At the same time, South Australian businesses, including those at the airport, can increase their level of interaction with Chinese visitors and as a result increase revenue from this rapidly increasing market sector."

Adelaide Airport Executive General Manager Customer Service, David Blackwell, said getting all dining and retail establishments in the airport terminal on board was an important step in creating a positive first impression for Chinese visitors.

"With our direct China Southern and Cathay Pacific services, we want to ensure Chinese visitors feel welcome and can immediately access information on what we have to offer as soon as they step off the aircraft," Mr Blackwell said.

"The UWAI app is a great initiative and will give South Australian businesses an edge in increasing the retail spend by visitors."

Chinese visitors are the fastest growing, highest spending inbound market for South Australia, contributing \$352 million a year into the visitor economy.