

EVOLVING TO THE NEXT LEVEL

# CHANGING THE WAY THE WORLD SEES US

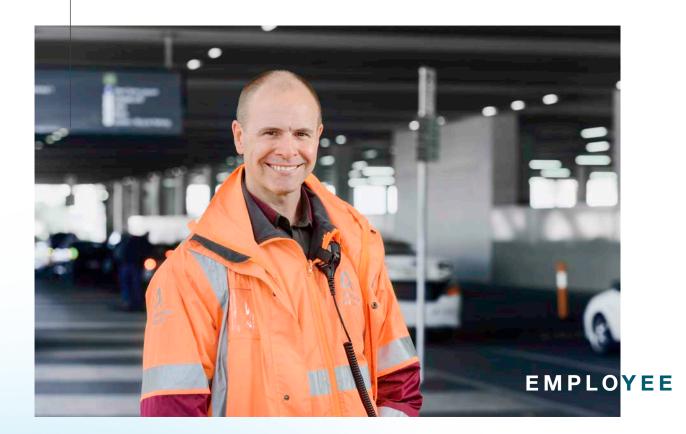




"Whether I am travelling or not, it is always a pleasure to visit Adelaide Airport... I love that it is modern and airy with a great vibe and just so easy to get around, especially since luggage trolleys are still free!"

**Grace Hollywood** 

"AAL is very welcoming towards both staff and customers.
A very professional company with its heart in the right place."





"As an essential gateway to
Australia, Adelaide Airport has a vital role
to play from a sustainability perspective.
UniSuper can see that this role is
taken extremely seriously
at all levels within the airport.
We are particularly impressed by the strong
integrated focus placed on climate and
carbon risk management – Adelaide Airport
is not waiting for regulatory action. Rather it is
leading the way, demonstrating that
the market can and will do what is
necessary to manage systemic risks
and make the most of the
opportunities presented."

### **Talieh Williams**

Manager, Governance and Sustainable Investment UniSuper Management Pty Ltd

### **Mark Rankmore**

Project Director

OZ Minerals



AIRPORT DISTRICT

"The Airport Business District provides OZ
Minerals with a next generation hub for
business in South Australia that transforms
the way our teams work and enables our
aspirational culture. Being the fastest-growing
capital city airport for three years in a row,
being a part of the Airport Business District
allows us to be better connected and
accessible to our local workforce operating
on the world stage."



### **Eira Swaine**

Producer & Development Manager of *Australian Dance Theatre* 

COMMUNIT

"Adelaide Airport is a valued partner of Australian Dance
Theatre. Their support of our artistic program and education initiatives through the Community Investment Program is a great example of the work that Adelaide Airport does to invest in the cultural vibrancy of South Australia."



"Adelaide Airport has been a valued client of Watpac since 2010. Our shared principles of trust, safety and collaboration provide the foundations to bring Adelaide Airport's vision to life and in turn that of the traveller. Through modern airport design and operational excellence, Adelaide Airport will shape industry trends well into the future."

### **Tim Tape**

### Ruben Langebroek

Head of Asia Pacific

Global Real Estate

Sustainability Benchmark



"Adelaide Airport Ltd has shown strong commitment to address environmental, social and governance (ESG) related aspects throughout its operations. Its Corporate Sustainability Plan includes material topics such as carbon management, safety, security and diversity. In addition, their outstanding ESG performance is supported by strong stakeholder engagement and clear governance frameworks. We're pleased to recognize Adelaide Airport as a 2018 GRESB Sector Leader for Transport - Airport Companies."

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# ANNUAL REVIEW 2017

# **ABOUT THIS** REPORT

Adelaide Airport Limited (AAL or the 'Group') presents its 2018 Annual Review using an integrated approach. This report communicates both Adelaide and Parafield Airports' overall performance for the financial year ending 30 June 2018, and includes our impacts and contributions to society and the environment. This Review demonstrates how our strategy, governance and performance create value over the short, medium and long-term for shareholders and other important stakeholders.

AAL is the main operating entity holding the lease rights and management rights to Adelaide Airport. This Review should be read in conjunction with the Annual Financial Statements, providing a more detailed understanding of the financial aspects of the business.

Unless otherwise stated all information in this report relates to the Group.

Further information on the Financial Report 2017/2018 can be accessed here.

### OUR REPORTING APPROACH

Our 2018 Annual Review is inspired by the principles of the international Integrated Reporting (<IR>) Framework. In taking the first step on our journey to full alignment with <IR>, we are expressing to all our stakeholders how we create value. We provide more detail on our value creation outcomes in the 'Our Strategic Performance' section.

This report has also been informed for the first time by the Global Reporting Initiative (GRI) Standards. Our GRI content index can also be found in the Appendix and, as this report is informed by the GRI Standards, we have not included Disclosures on Management Approach (DMAs) for each material issue.

To inform the preparation of this report, we have sought feedback from our internal and external stakeholders. This valuable feedback has helped us to determine the most relevant areas to focus on in this report and are described in the Material Issues and Stakeholder Engagement section.

Your feedback on what information you would like to see in future reports is important to us. Please contact us at reception@aal.com.au



**Revenue Growth** 

8.0°

\$15.8<sub>M</sub>

**EBITDA Growth** 

**7.7**<sup>%</sup>

\$9.5м

Freight Growth

6.6

32,000 Tonnes

Total Passenger Growth

4.1

**Total Passengers** 

**8.4**<sub>M</sub>

Airport Service Quality Score

4.2/5

**Volunteer Hours** 

9,670

Employee Diversity - Female Representation

34

Waste Diverted from Landfill

28

**Employee Engagement** 

69.8

Lost Time Injury Frequency Rate

O

Renewable Energy Generation

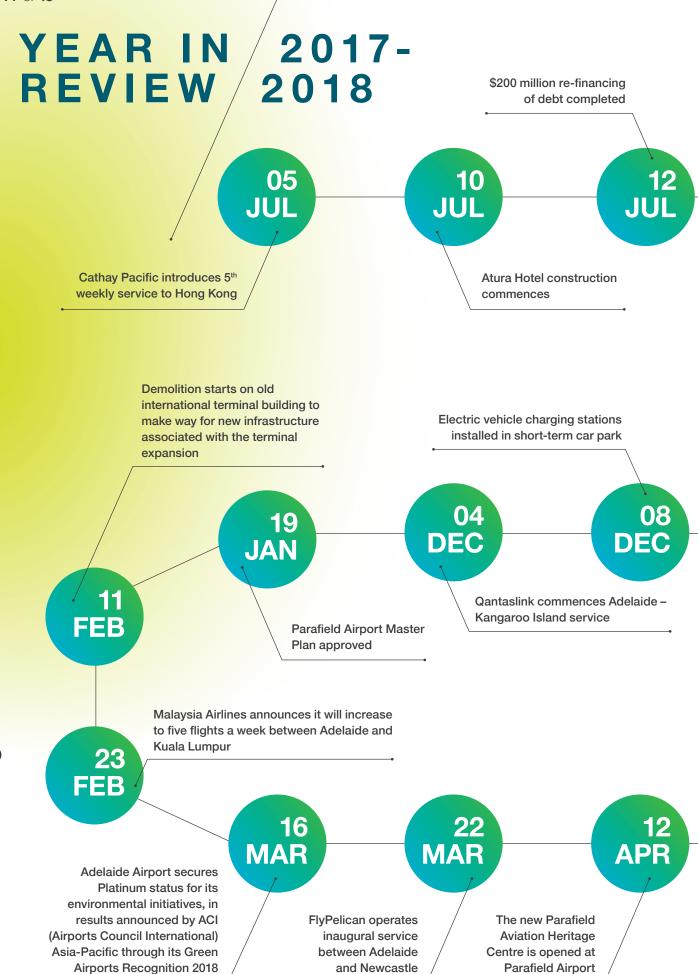
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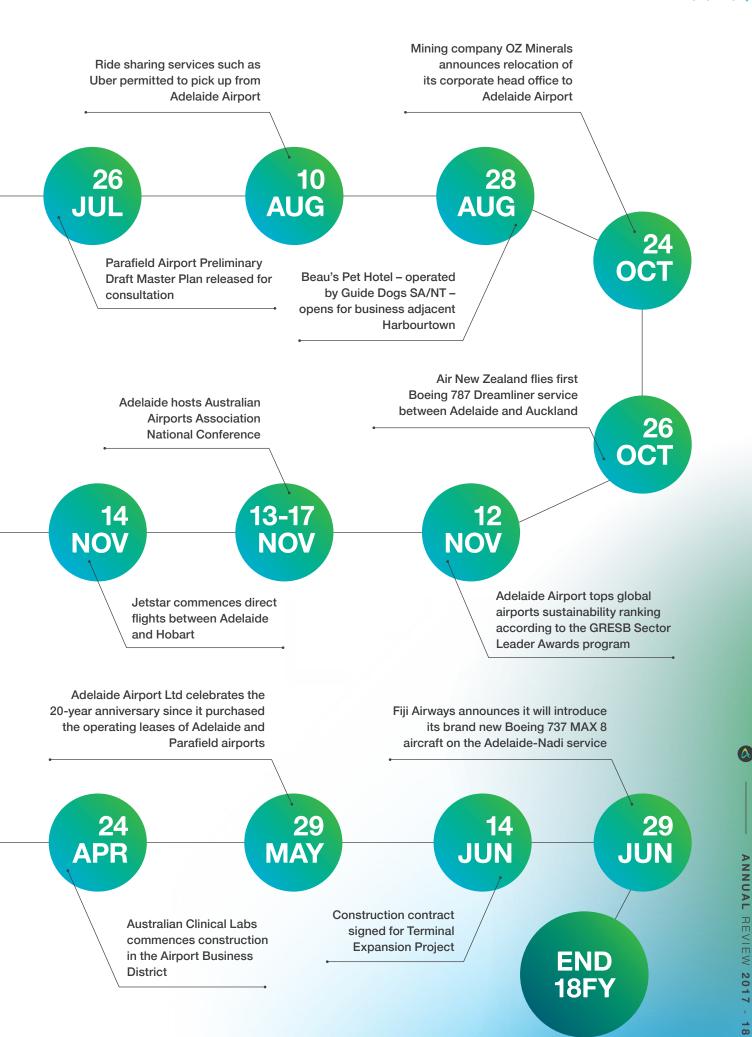
**Community Investment** 

80° of pre tax profit

Carbon Emission Reduction

12







# CHAIR REPORI

# FUTURE FOCUSED

Adelaide Airport is actively tackling future challenges while continuing to lay important foundations to deliver, grow and sustain shareholder value.

Our future focus means building on our recent successes by further expanding our services and delivering on our customers' future needs. By example, investing \$165 million in the new terminal expansion is designed to keep both Adelaide Airport and in turn South Australia competitive. Our investment responds to terminal capacity demands enabling us to continue delivering innovative products and services of a quality our airline customers and passengers have come to know us for.

We're laying the foundations for further growth underpinned by an exceptional network of destinations. We are a global player in the management of key transport infrastructure that connects the lives of so many. We recognise that as a company we are custodian of assets of social, environmental and economic significance to our employees, our customers, shareholders and the lives of South Australians such that all have the ability to connect globally with ease.

Adelaide Airport generated revenue in excess of \$200 million for the first time and our strong 8.0 per cent revenue growth over this past year has resulted in us declaring and paying to shareholders for the year, dividends totalling \$60 million; up on the \$20 million special dividend of 2017. Having regard to our shareholders being predominantly superannuation funds, such returns are providing for the retirement future of their customers.

Future focused means we're ambitious about tackling climate risk. In 2018, we revisited our climate adaptation plans while preparing plans for further cuts to our carbon emissions.





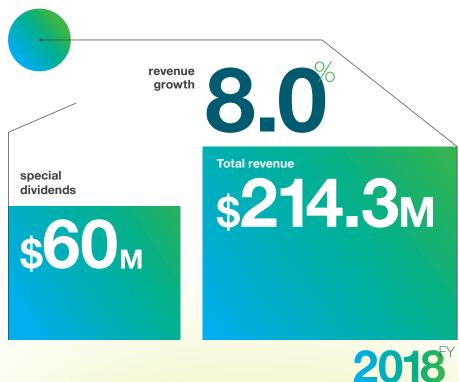
Our forward-looking approach also applies to our digital strategy. We aspire to provide passengers, business partners and visitors with innovative digital services along the entire customer journey. What starts today as online car park bookings & digital wallets is envisaged to evolve to real time luggage tracking and the connection of biometrics with ID validation. In a connected world, travel begins and ends at the determination of the customer and we will work hard to realise this future.

Importantly, we understand that people create value and that companies only report it.

As an employer, we must start looking for tomorrow's emerging talent today. We know that we will not retain a specialist workforce unless we offer a great work environment and a compelling employee value proposition that is open on issues such as balancing family and career, growing and developing our leaders, and diversity. We have done an exceptional job on this front so far, and continue to see real engagement around the issues that matter most to our people incorporated into our strategy and success.

Future focused means we are taking our responsibility toward our communities seriously. We are fully aware that a major passenger airport can be both a blessing and a burden to its immediate surroundings, as can an internationally renowned flight training school. This makes it all the more important to keep our impacts to a minimum and communicate well on the future and the positives.

Our ongoing work in the core areas of environment, social and governance were recognised by being ranked number 1 in the Global Real Estate Sustainability Benchmark for participating airports for the second year running.



Tax Expense

**OUTLOOK** 

The outlook for aviation, travel and our key growth drivers is positive. We expect to continue to benefit from significant positive demand and supply side trends in aviation markets evidenced by a strong pipeline of increasing destinations, as new airlines coming into our network connect us in particular with Asia.

Adelaide Airport is well positioned for future growth as we continue to invest in our assets, with a focus on our customers, passengers, airlines and the community. As we continue to deliver aviation infrastructure and a superior customer experience, we will continue to create value for our investors, customers, employees and the community in 2019 and beyond.



# MANAGING DIRECTOR'S REPORT

Adelaide Airport measures its performance across four strategic themes:

- » Grow our business;
- » Shape our business to perform;
- » Deliver a great customer experience; and
- » Nurture our great people and relationships.

Our strategic themes are underpinned by strategic objectives that drive our actions and behaviours and create value for all our stakeholders.

This report details our performance against those strategic themes.

We are now connecting South Australia to nine international destinations and in turn creating one-stop connections to more than 300 cities around the globe.

We recognise amongst our many responsibilities the key role we play in showcasing the best that South Australia has to offer and the vital importance of the role we play in supporting the economic prosperity of South Australia.

### A YEAR OF GROWTH

2018 was our busiest year ever. We welcomed a record 8.4 million passengers through Adelaide Airport, total passengers increased by 4.1 per cent, driven by 5.6 per cent international growth and 3.9 per cent domestic and regional passenger growth. Our international passenger growth sat above the Australian average and our domestic growth leads all states. We facilitated an additional 53,000 international passengers through Adelaide Airport and 6.6 per cent growth in freight tonnes servicing markets around the world quickly and efficiently. The diversity of our business model, our airline partners, destinations and markets contributed to our strong performance, with EBITDA up \$9.5 million, a 7.7 per cent increase on the previous year.

This year's 8.3 per cent increase in operating expenses is largely attributable to a rise in utility costs and new operating costs associated with common-use, self-service and departing passenger facilitation costs.

### INVESTING IN CAPACITY AND QUALITY

For Adelaide Airport, investing in the future helps to grow our economy and support more jobs. Since opening the existing terminal in 2005, our overall passenger numbers have increased by close to 50 per cent and our international passenger numbers have almost tripled. This year we committed to a \$165 million terminal expansion to upgrade international arrivals and departures, improving the overall experience for international and domestic passengers. This expansion will refurbish retail areas and see a 72 per cent increase in the overall size of the

terminal's retail and dining precinct across domestic and international areas. Seamlessly connected to the terminal is the newly opened Atura Hotel now offers 165 rooms, a restaurant and bar, business centre and flexible function and meeting spaces to service increasing visitor numbers.

### DIGITAL CONNECTIONS

We remain focused on investing in initiatives that provide high-quality technology connections and innovative solutions that enable our customers to do business efficiently. Internally, digitising our business systems as part of our innovation performance will improve our effectiveness and efficiency as an airport operator and inform future commercial offerings.

### SUCCESSFUL **COLLABORATION**

Collaboration enables us to fulfil our socioeconomic role both internally and externally. Highlights for the year include solid growth in aeronautical services, resulting in part from successful and proactive business development initiatives and collaboration with the SA Tourism Commission, Tourism Australia and airlines throughout the world. As we scoped the terminal expansion, we worked with our airline partners to ensure that our investment met their needs and those of our passengers.

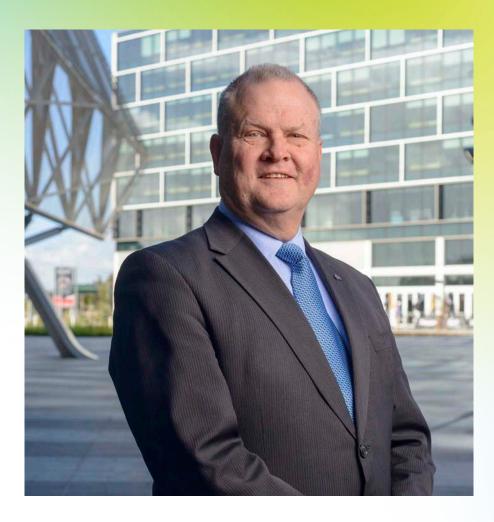
Our future focus is on continuing to strengthen these connections and partnerships, in particular sustainability and investing in initiatives that contribute to the experience our customers have with us as well as the close to 9,000 people who form part of the broader airport community.

### SUSTAINABLE **GROWTH**

Our vision to be a top tier business in the Asia Pacific is strengthened by our Number 1 GRESB ranking and our employee engagement score of 69.8%.

We engage our communities on and develop opportunities for sustainability to be embedded in all that we do. A key aspect of our sustainability story is that we create an inclusive culture.







# CONNECTING AND GROWING THE STATE

Adelaide Airport's vision is underpinned by key infrastructure to facilitate growth in the State's export of goods and services.

Adelaide Airport is a key transport and economic hub facilitating over 8 million passengers annually, \$1.69 billion in total freight value and employing close to 9,000 people, making it the largest single employment precinct in South Australia.

Parafield Airport is a world-class pilot training airport and premier general aviation airport that makes an important contribution to the South Australian economy.

The prosperity of South Australia is intricately connected to the strength of Adelaide Airport's network of destinations and connections. We strive to expand the network by adding destinations that support the aspirations of our passengers and airline customers for tourism and trade freight opportunities. Being one of the nation's fastest growing international airports, we have maximised the use of existing capacity in and around Terminal 1 and are now creating new infrastructure to position us for the future.

We serve a network of connections, offering 319 unique one-stop destinations via 9 direct international destinations.

### LOOKING FORWARD

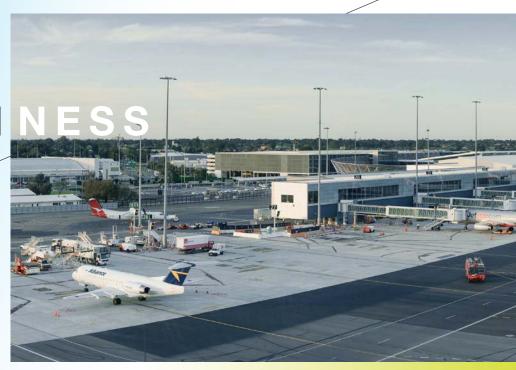
We have a globally regarded sustainable business, experienced team and robust balance sheet. We remain committed to growing capacity, improving the customer experience and driving operational efficiencies for the benefit of our customers, investors, community and broader stakeholders.

In 2019, we will continue to build on this progress and drive momentum in our key infrastructure and facilities developments. The Atura Hotel has opened and the Airport Business District continues to attract stellar companies who recognise the benefits of the unique proposition we offer as part of the airport precinct. The terminal expansion will create additional space opening up more options when negotiating new services and destinations with international airline partners. To this end, we continue to work hard to attract new airlines flying to new locations so as to build further growth into Asia while improving connections to the west coast of the United States.

Adelaide Airport is ready to embrace the opportunities and challenges the future has to offer. I have great faith in the organisation and, above all, in our professional and passionate people.



# OUR BUSI



# STRATEGIC DIRECTION

Our strategic plan is at the heart of everything we do. It supports our growth and defines the activities we engage in, the relationships we depend on and the outcomes we aim to achieve in order to create value for South Australia in the short, medium and long term.

Adelaide Airport is a company with an important socioeconomic task. We create value for society and for the economy. Our vision is to deliver a world-class airport experience that fosters the growth of aviation for the benefit of contributing to employment, local vitality and stronger global community connections. To this end, Adelaide Airport, government and business partners have a common mission: promote South Australia to the world and support its economic



### **Grow our business**

- Deliver growing and sustainable long term shareholder value
- Undertake proactive business development in the aeronautical, property and lateral commercial areas of our business
- Be highly attuned to the Asia Pacific market as we develop and implement new services, products and infrastructure
- Develop our infrastructure to be the place for high quality property



# Deliver a great customer experience

- Use and develop leading and smart infrastructure to be timely, efficient and operating at a high customer experience level
- Put the customer experience at the forefront of our attitudes and actions



# **VISION**

To be a top tier airport business in Asia Pacific, recognised for delivering exceptional outcomes to our customers, partners, shareholders and community.

# Shape our business to perform

- Ensure operational excellence in safety and security
- Ingrain sustainability, which underpins our future
- Develop our strong and effective governance frameworks for risk and compliance and to achieve the highest ethical standards
- Ensure health, wellbeing and safety

# Nurture our great people and relationships

- Earn respect for our leadership
- Develop a smart and innovative team which listens, learns and is respectful
- Promote empowerment with accountability
- Encourage diversity
- Build consistently high staff engagement

### MATERIAL ISSUES AND STAKEHOLDER **ENGAGEMENT**

To define the most important or material issues for our stakeholders and therefore areas where we can create the most value, we engaged with our internal and external stakeholders. For Adelaide Airport, a matter is considered material if our leadership team believes that it could substantially influence and maximise the value created by Adelaide Airport, for our shareholders and other important stakeholders over the short, medium and long-term.

This report covers our most important issues, following a scan of emerging external issues, and through our own assessment of the topics that are currently most relevant to our organisation and stakeholders. Adelaide Airport asked a number of key stakeholders to provide us feedback that helped rank each issue. In our inaugural materiality assessment, feedback was sought from employees, investors and airlines. Adelaide Airport will broaden future assessments to capture the views of key stakeholder groups.

Feedback from our community continues to be received through our regular consultative committee meetings and airport visitors provide us with input on material matters to them, through our website and a range of social media channels. We have prioritised and validated these material issues through consultation and engagement with our leadership team.













**RESOURCE EFFICIENCY** 

**CLIMATE RESILIENCE** 

**PASSENGER GROWTH** 

RESILIENCE. **RISK &** COMPLIANCE



**BEST-IN-CLASS INFRASTRUCTURE & PROPERTY** 



**INNOVATION & TECHNOLOGY** 



**CUSTOMER SERVICE & EXPERIENCE** 



**SHAREHOLDER VALUE** 



**PEOPLE & RELATIONSHIPS** 

Our key stakeholders are those that can be significantly affected by our activities and/ or whose actions can affect Adelaide Airport's ability to successfully fulfil its strategic objectives. These stakeholders are passengers, airlines, employees, investors, providers of financial capital, industry and regulatory bodies, government and communities in which the Group has an impact.

As part of our materiality process, we asked our stakeholders to look to the future and provide feedback on the emerging global trends and disruptions that could likely impact our business and that of our stakeholder's 'resilience'. Issues such as artificial intelligence, cyber security, geopolitical risks, biometrics, automated transport, local social disruption, fuel security and big data were identified as strategic risks wwand opportunities.

Adelaide Airport must respond to these emerging risks in the way we do business. We look at these trends and disruptions as defining our broad business environment, approaching them not only as challenges, but also as opportunities to help transition our business in a way that creates further value for our shareholders and other important stakeholders.



# **EXECUTIVE GENERAL MANAGEMENT TEAM**



**MARK YOUNG** 

Managing Director



**SUE DOYLE** 

Executive General Manager People and Culture



**JAMIE SANGSTER** 

Executive General Manager Property



**BRENTON COX** 

Executive General Manager Finance & Corporate



**DAVID BLACKWELL** 

Executive General Manager Customer Service



**EMMA BOULBY** 

Executive General Manager Airport Operations



OUR

### **ECONOMIC DRIVERS**

Economic prosperity and a growing middle class in key tourism markets for Australia means that consumers can now afford to spend more on leisure and other international travel. Businesses are also shaping their travel budgets for market development in response to these changing economic dynamics. Our investments are highly dependent on passenger numbers and industry co-location at Adelaide Airport, therefore any major economic downturn has the potential to impact our business notwithstanding our diversification.

### THIRD PARTY **DEPENDENCIES**

Adelaide Airport depends on the performance and operation of a number of third parties with which we have varying degrees of influence or opportunities for collaboration. These range from key contractors and suppliers, tenant businesses and Commonwealth Government agencies. Further, we recognise that our airline customers may face adverse financial and operating conditions that would materially affect our aeronautical and commercial revenues.

### THE DEMOCRATISATION OF AIR TRAVEL

Recently, domestic air travel has been expanding about twice as fast as the national economy. Add to this digital mobile connectivity, travel websites, blogs and ratings and what's emerged is rapidly growing passenger empowerment and choice.

The arrival of long range cost efficient aircraft is positive for airports such as Adelaide opening up direct route that were not previously sustainable.

Low cost carriers providing innovative service offerings are an integral part of global connectivity and continue to build upon their formidable market share.



# ANNUAL REVIEW 2017

### **CARBON RISK**

Global aviation travel is expected to continue to increase, fuelled by population growth, an expanding middle class and the relative affordability of air travel. Growth requires the allocation of resources and the potential for increased pollution. It has been estimated that aviation accounts for 3 per cent of global greenhouse gas emissions. In response, we are seeing a rising awareness nationally and internationally of these factors, particularly within the aviation sector itself, such as its commitment to reducing emissions through instruments governed by the UN International Civil Aviation Organisation (ICAO).

Reductions in emissions will be driven through technological innovations and operational efficiency that will be required to keep pace with the emissions generated from the overall growth in aviation. We remain committed to Australia's participation in the International Civil Aviation Organisation's aspirational goal of achieving a global fuel efficiency improvement of 2 per cent year-on-year until 2050, as well as capping the global net CO2 emissions from international aviation at 2020 levels.

### THE AUSTRALIAN PRODUCTIVITY **COMMISSION REVIEW**

In June 2018 the Productivity Commission released its discussion paper on its inquiry into the regulation of the nation's airports, the fourth such review since privatisation in 1998. This inquiry is a welcome health check into the the effectiveness and efficiency of the current arrangements.

### **PROPERTY**

The outlook for the property sector in Adelaide continues to strengthen driven in part by government investment in infrastructure along with high value job creation opportunities off the back of a growing defence sector and continued activity in the resources, education and health sectors. There is a growing business confidence underpinning this increase in activity in the Adelaide market which should also benefit the Airport Business District looking forward.

### **GROUND TRANSPORT**

While Adelaide Airport benefits from its proximity to the CBD, critical to remaining customer centric will be how it manages the point-to-point value chain. The rapid growth of low cost carriers has opened up demand for low cost ground transport options. The unprecedented rate of digital disruption, popularity of ride sharing services like Uber and autonomous vehicles will continue highlighting that flexible asset use, innovation in parking products and building a relationship with all those who access the airport across a range of precinct transport modes will be key.

### **GEOPOLITICAL CHANGE**

We recognise that terrorism, cyber threats and geopolitical instability are outside our control. We regularly carry out an array of risk management and business continuity evaluations to mitigate any impacts on the business, and manage safe and secure operations to the highest extent possible. Achieving an appropriate balance between effective security outcomes and good passenger experience is a continuous challenge.

### **DIGITISATION AND** INNOVATION

The world of travel is rapidly evolving, and digital technology is an influential driver behind the pace of change. Travellers are increasingly relying on personalised information and airports must cater for this demand and offer travellers a seamless journey door-to-door using mobile digital innovation. Similarly, our business must embrace innovation at all levels of the business across governance, infrastructure and operations. Airports and airlines are rapidly developing their capability in artificial intelligence (AI), augmented reality (AR), machine learning combined with predictive analytics, robotics, biometrics and the Internet of things (IoT) connecting assets and users of technology for optimum use and customer satisfaction.

# OUR STRATEGIC PERFORMANCE





### **GROW OUR BUSINESS**

We energise our business by investing in it for long term growth and sustainable shareholder value through delivering value to our customers in the aeronautical, property and related commercial areas of our business.

### AERONAUTICAL BUSINESS

Our aeronautical business is core business with our customers spanning passengers, airlines, freight, logistics companies and general aviation users. Our business development activities are targeted at growing and optimising our trade and travel connections and we remain extremely optimistic towards the future business development to grow and optimise our trade and travel connections.

The strength of the state economy underpins our success with demand driven by tourism, business and investment, education and visiting friends and relatives. The attractiveness of the State as a growth destination is receiving a strategic response from existing airlines with increasing services and upgauging aircraft in addition to new airlines committing to Adelaide.











N A D I Fiji Airways

B738 | 164 seats | 2 weekly B738 Max-8 (Dec 2018)

A333 | 290 seats | 5 weekly





Air New Zealand (3 to 5 weekly) B789 | 302 seats

B777-200ER | 312 seats

### INTERNATIONAL **OPPORTUNITIES FOR** TRADE AND VISITORS

International passengers increased by 5.6 per cent during FY18 due to a 7.3 per cent increase in international capacity driven by increased service frequency from Cathay Pacific, Qatar Airways, Air New Zealand's move to a Dreamliner B787 and the introduction of Fiji Airways' services to Nadi. China has been the single largest arriving passenger market with China Southern's new service to Guangzhou adding 38,000 passengers to the network. The largest uplift in outbound passenger numbers was to Fiji, with 8,000 more South Australians flying direct on Fiji Airways to Nadi.

### **WIDE BODY AIRCRAFT** OFFER A BOOST FOR SA FREIGHT EXPORTERS

The growing number of international airlines introducing wide body aircraft for passenger services out of Adelaide has greatly improved South Australia's direct air freight capacity to markets in Asia, the Pacific and the Middle East. Currently, 60 per cent of exports are freighted out of Adelaide by air direct to international destinations, which greatly improves South Australia's avenues to market with significant room for further growth.

### **EXPANDED DOMESTIC** SERVICES OFFER CHOICE FOR CUSTOMERS

Total domestic passengers grew 3.9 per cent to 7.4 million overall with capacity increasing by 2.4 per cent or 229,789 seats. The past year saw the regional market grow with an uplift in the resource sector, and a new service to Kingscote. The domestic market has also grown through new services to Hobart and Newcastle as well as growth in existing markets.

### **AERONAUTICAL SERVICE**

Fulfilling our passenger growth potential also requires we manage aviation operations to ensure a secure, safe, efficient and vibrant travel experience for all our customers.

### LEADING SECURITY INFRASTRUCTURE

Providing a safe and efficient service for growing passenger numbers saw our aeronautical operations team screen over 250,000 bags each month over the peak summer holiday period. A fifth security lane was installed in response to passenger growth and to accommodate more stringent security requirements introduced by the Federal Government. We also created a priority service at domestic screening as well as an express lane at our international screening point.

### **DIGITAL DEPLOYMENT**

Wildlife hazard management is key to providing a safe aerodrome for our airline partners. This past year our airside operations team moved to a mobile reporting system - Fulcrum - enabling real time collection of geotagged and timestamped field data and efficient assessment of trends and hazards. This data informs the optimal timing and location for wildlife patrols playing a key role in mitigating the risk of wildlife strikes and incidents and plays a key role in facilitation maintenance real time reporting.





# FACTS Direct into

Overall Passenger Capacity increased by 317,375 sea

# PERFORMANCE INDICATORS

### **AERONAUTICAL OPERATIONS**

Bird strikes (high risk species)	1.17 per 10,000 movements
Bird strikes (all species)	5.21 per 10,000 movement (National avg 8.24)
Baggage handling system fully operational	99.99%
Aeronautical revenue	\$107.8M, UP 5.8%
PASSENGER MOVEMENTS	
Total passengers	8.4M, UP 4.1%
International	UP 5.6%
Domestic	UP 3.8%
Regional	UP 5.3%
AIRLINE SEAT CAPACITY	
International	UP 7.3%
Domestic	UP 2.5%
Regional	UP 1.8%



# COMMERCIAL BUSINESS

Our commercial business revenues comprise of car parking, car rental, retail tenancies and advertising. These commercial activities support our vision by aligning with our aeronautical and our property business activities as the airport grows. This year, total commercial business trading revenue grew by 10.6 per cent.

### **RETAIL TRADING**

The past year has seen strong performances within the terminal retail precinct largely driven by investment in store refurbishment, international passenger growth and the positive flow on effects to trading in duty free and food and beverage.

### **CAR RENTAL**

Car sharing arrangements and travel websites have affected market share and growth in the mainstream car rental industry nationally. Adelaide has generally outperformed the Australian market, supported by a strong local corporate market and increased international travel to South Australia. Our car rental partners are responding to digital transformation and competition pressures by providing improved choice and their new technology options.



### **ADVERTISING**

The introduction of digital advertising in and around Terminal 1 continues to underpin strong growth with 73 new customers using airport advertising platforms this year. The terminal expansion project, which is scheduled for completion in 2021, will provide a suite of new targeted advertising opportunities.

### **CAR PARKING**

Car Park growth is underpinned by strong passenger growth and an expanding market in online bookings.





### PROPERTY BUSINESS

Our Airport Business District aspiration is to create a global next generation hub and we have gained significant momentum in this past year.

# DEVELOPING OUR INFRASTRUCTURE TO BE 'THE PLACE' FOR HIGH QUALITY PROPERTY

Property revenue is comprised of rental and on-costs from commercial property activities, airport terminals and other buildings and leased areas. Our strategy for the Airport Business District continued to gain momentum with property revenue growing a strong 8.6 per cent.

Australian ASX100 listed company, OZ Minerals, relocated its corporate head office to Adelaide Airport's rapidly growing Airport Business District, followed by Kennards Self Storage offering a new state-of-the-art facility offering 24/7, secure access, CCTV monitoring and customer concierge services.

Both companies join other major international companies that have recently relocated to the Airport Business District, including Otis Elevators and Stenhoj Group, Aldi and Australian Clinical Labs - setting the tone for business and commercial offerings

## INVESTING TODAY FOR THE DEMANDS OF FUTURE GENERATIONS

The 165-room Atura Hotel opened in September 2018 adds amenity for travelers and staff as well as providing quality business and conference facilities that enable companies to do business without having to leave the airport. Our recent developments and the ongoing construction within our Airport Business District provide an activity level at the gateway to the State that highlights our confidence in the local economy.



### TERMINAL EXPANSION (TEx) TAKING OUR **WORLD CLASS PASSENGER EXPERIENCE EVEN** HIGHER

The terminal expansion project:

- » Increases the total retail footprint by more than 72 per cent;
- » Expands international departures and arrival facilities;
- » Improves accessible facilities;
- » Adds a new common user lounge for international departures; and
- » Creates a workforce of 200 with project construction contributing \$165 million to gross state product.

FACTS	New major developments	3	
	Commercial property area	UP 2.7 ha, 1.8%	
PERFORMANCE	Tenancy vacancy rate	5%	
INDICATORS	Commercial property income	UP 8.6%	



# SHAPE OUR BUSINESS TO PERFORM

To continue to be a high performing organisation we must constantly look forward; implementing and integrating improvements across the business. We are actively committed to promoting sustainable business practices to ensure a healthy and safe environment for our employees, passenger and airline customers and our community. Sustainability for us means maintaining our focus on long-term developments that create lasting value. To that end, open and ongoing dialogue with our stakeholders is crucial.

We continue to improve our productivity by continuing to streamline our systems and improve our strategic purchasing maturity, which creates value given the diversity of purchasing that emanates from an airport with its own postcode.

## INGRAIN SUSTAINABILITY WHICH UNDERPINS OUR FUTURE

Recognition received as a sustainability leader in our sector reflects our success in operating an efficient, profitable business that is also responsible and trusted by stakeholders. Sustainability considerations shape brand loyalty, customer engagement, procurement and business development. As natural resources become more scarce and environmental regulations more robust, we know companies that engage in sustainable practices benefit from the financial rewards and reduced supply chain risk.



### **CARBON LEADERSHIP**

We have been accredited since 2012 in the Airport Carbon Accreditation scheme (Adelaide and Parafield airports) and we are proud of our year-on-year carbon emission reductions alongside growth in passengers and aircraft movements.

The substantial challenge facing AAL is that the majority of carbon emissions fall outside our immediate sphere of influence, such as aircraft operations and passenger/visitor modes of access. Therefore, our focus remains on leadership, collaboration and alignment on carbon reduction along our supply chain - for example, encouraging newer, more fuel efficient aircraft, electric flight-training aircraft for use at Parafield Airport and installing electric vehicle charging units in the terminal car park. We take a holistic approach to determine the optimal mix of energy security, reliability, carbon intensity, cost effectiveness and energy resilience for AAL and our tenants.

### WAR ON AIRPORT WASTE

Following a waste audit that found food scraps comprised 62 per cent of total waste, we created our War on Airport Waste campaign which set as a goal the establishment of a fully-compostable food and beverage packaging site and generation of energy from organic waste.

Partnering with food and beverage retailers in the terminal who got on board with a compostable coffee cup campaign, barista competitions and cup giveaways to staff, we created an award winning program. This successful program sees us on track for our 2020 target with T1 partners now expanding the program to include compostable serviceware, sending strong signals to the wider supply chain.

### **EXCELLENCE IN SAFETY AND SECURITY**

Safety and security are paramount. We continue to optimise sustainable operations designed to deliver a high standard of customer experience in a safe and secure environment.

We foster both systems and a culture that underpins our work health and safety excellence, engaging our people actively in promoting and monitoring safe work practices, including participation by Adelaide and Parafield airports in the Airport Safety Week with more than 150 global airports.

AAL has seen significant potential high risk construction activity, both landside and airside. Three such projects - demolition of the former international terminal building, commuter apron resurfacing and new road construction - together resulted in a successful safety outcome, zero lost time injuries and zero medical treatment injuries.

Across all airport operations, our lost time injury frequency rate (LTIFR) was maintained at zero for the entire year. The medical treatment injury frequency rate (MTIFR) increased slightly to 12.8 from a baseline of 9.3 in June 2017.

### SYSTEM UPGRADES **ACROSS THE BUSINESS UNDERPIN** SUSTAINABILITY

Being future focused means continuing to leverage the latest technology and systems to respond to changing global security requirements ensuring smooth and integrated operations with landside, airside terminal and emergency services.

In FY18 this has included a car park management system upgrade, common use self service kiosks (now used by Tigerair, Jetstar, Virgin Australia and Cathay Pacific), terminal and plaza wi-fi project, enterprise digitisation and management, and unified communications underpinning our business transformation activities.

Our project management system continues to improve to provide effective governance of safety, security and other risks across our infrastructure and property projects and inform our prioritisation of resources.

### PERFORMANCE INDICATORS

Carbon emissions:	
Total Scope 1	577 tCO2e
Total Scope 2	8,599 tCO2e
Carbon intensity	1.13 kg per passenger, DOWN 12%
Electricity:	
Total consumption	16.51 GWh
Intensity	2.04 kWh per passenger, DOWN 13%
Renewable energy generation	1,561MWh or 9% of AAL's electricity consumption
Waste:	
Total waste and recycling	964 tonnes
Total paper/cardboard recycled off-site	231 tonnes
Total co-mingled and container waste recycled off-site	17 tonnes
Total organics composted off-site	14 tonnes
Proportion of total waste diverted from landfill	28%, UP 4%
Safety:	
Total recordable injury frequency rate	12.8
Lost time injury frequency rate	0
Total recordable injury frequency rate (contractors)	2.3
,	

Lost time injury frequency rate (contractors)



### DELIVER A GREAT CUSTOMER EXPERIENCE

Our brand is at the heart of our commitment to a great customer experience. We want to be known for the ease and simplicity with which we do things. Connectivity for us is not just about connecting travellers to destinations. It's about us connecting all our stakeholders to their objectives to achieve mutual benefit. Every time someone interacts with us we aim to make their experience so seamless they don't have to think about it regardless of where and with whom the experience takes place.

Our understanding of the future needs of our airline customers is paramount to our ability to create value through great interactions and experiences with our people and our facilities. We also appreciate that our brand has many touch points with many stakeholders and for a travelling passenger, our brand promise often starts in their office, home or on their mobile device.

### A LEARNING ORGANISATION

Learning for sustainability means developing products and services that are in step with changing customer preferences and choices drawing from customer insights; for example new and emerging modes of transport for accessing the airport such as our dedicated pick up facility constructed for ride sharing services such as Uber for ease of use this year, all while experiencing an efficient and safe service.

In all that we do we want our customers and stakeholders to have a great experience and to trust that it will happen every time.

### A GREAT RETAIL EXPERIENCE

We know that global retail is rapidly changing and in step with this we strive for a top tier terminal retail mix. The terminal expansion will ensure we offer an even greater experience for all our customers.

Our retailers enjoy and benefit from a terminal that creates a sense of place and occasion underpinned by a savvy retail marketing program. We combine the best arts and culture the State has to offer through a series of curated art exhibitions, installations and live music - all designed to entertain and create a sense of place. Creating a vibrant terminal also means a program that celebrates our Community Partnerships providing opportunities for travelling passengers and visitors to experience Adelaide's great arts and cultural festival vibe.





### AN INCREASINGLY CONNECTED **FUTURE**

Adelaide Airport is committed to delivering a connected terminal and travel experience, connecting our customers consistently and seamlessly across multiple channels.

The increasing use of mobile and related technologies can be seen through the popularity of online car parking bookings, discounted drive-up rates and creating new product development opportunities that integrate shop, collect and carry with experiential retail.

> We offer arriving and departing assistance for mobility impaired passengers from the drop-off and pick-up area into the terminal arrival and departure areas.



We remain one of the great believers in free luggage trolleys something we are prepared to make a song and dance about! ... 'Travel light with an Adelaide Airport Free Trolley'



Premium lanes have been installed to improve customer experience.







# HIGHLY ATTUNED TO THE ASIA PACIFIC MARKET

Following the introduction of direct flights to mainland China, Adelaide Airport has implemented a number of enhanced customer experience initiatives. New and improved wayfinding signage was installed in the plaza and porte cochere in English and Mandarin to help make it easier for customers to move between the terminal car park, the terminal and other transit points. Our volunteer ambassador team was expanded to include people fluent in Mandarin and English to provide additional assistance for travellers.

Linking the terminal's retail and dining offerings to increased use of mobile apps - UWAI being one example - allows passengers to connect through their own devices using a familiar digital platform in their native language. Assisting incoming passengers to overcome the language barrier enables more ready engagement with retailers.

# **FACTS**

### Weekly live music and performance events

70 sqm dedicated to art exhibitions offering visitors an exceptional and innovative cultural experience

2 new retail fit-outs in Terminal 1

1 retail opening

3,940 visitor bikes processed for the 2018 Tour Down Under in one day

More than 1,500 Rideshare drivers now registered on the airport platform

# PERFORMANCE INDICATORS

Net Promoter Score (NPS) for car parking	76%, UP 12%
Overall customer satisfaction score	4.2/5
Ambience	4/5
Terminal Cleanliness	4.3/5
Comfort	3.75/5
Perfect Scores by Mystery Shoppers	82 (2017: 52)
General Retail	94%, UP 3%
Food and Beverage	94%, UP 4%



# NURTURE OUR GREAT PEOPLE AND **RELATIONSHIPS**

Continual engagement with our stakeholders at every level of our organisation is an essential component of the company's strengthened customer experience credentials and, with its stakeholders, long-term value creation.



# **AIRLINE & PASSENGER**

- Airport Service Quality Survey (ASQ)
- Brand Reputation (NPS) assessment
- Mystery shopper results
- Instant feedback
- One-on-one meetings
- Materiality assessment



**Industry** 

- One-on-one and group
- Social media
- Meetings with major supply chain users of airport infrastructure



# **Our People**

- Internal service awards
- Multi function teams
- Engagement survey
- Leadership development and training

# Community

- Social media
- · Community consultative meetings
- Community investment partnerships
- Volunteering
- Pilot scholarships

# Investors/ shareholders

- Quarterly reports
- One-on-one meetings
- Investor roadshow

# Regulators

 One-one-one & group meetings





# LEADERSHIP IN THE COMMUNITY

# OUR COMMUNITY INVESTMENTS ARE INFORMED BY THE PRIORITIES OF OUR WIDER COMMUNITIES

As a significant private company in South Australia, we help create vibrant communities and appreciate that our commercial success is inseparable from the responsibility we have to make a significant and positive contribution to a prosperous Australia.

### **VALUED PARTNERSHIPS**

AAL became a partner in Qantas' Future Planet Program, supporting carbon offset projects locally and nationally. Initial commitments under the partnership included purchasing carbon offsets to emissions generated by on-site renewables. This partnership is in line with AAL's CO2 emission reduction target for 2020.

Qantas Future Planet has offset more than 3 million tonnes of carbon emissions over the past 10 years – the equivalent of taking 1.1 million cars off the road and investing in projects such as the protection of wildlife habitats, rainforest preservation and indigenous land management.

# SOCIAL IMPACT

# 

# OUR DONATIONS AND VOLUNTEERING PROGRAM

Our staff are deeply motivated by the value we can create for our stakeholder partners and their communities. As a result, our donations program is driven by our people, who nominate and vote for two primary charities each year.

# Our donation program in 2018 supported:

- » Hutt Street Centre serving over 40,000 meals, social work and support services to some 2,000 homeless people each year with care and without judgement; and
- » Downs Syndrome SA, which supports families to ensure that everyone is valued, reaches their potential and enjoys social and economic inclusion through research and support services such as transition to employment.

### Our volunteering program contributed:

- » Over 9,670 hours in community engagement and continuing to grow as a demonstration of our values. Opportunities included our Ambassador program, and staff members volunteering together on selected days to serve the community through FoodbankSA and Hutt Street Centre; and
- » Corporate support to Conservation Volunteers Australia's local environmental volunteer teams and Work for the Dole program - both engaged to maintain, restore and monitor important conservation habitat at both Adelaide and Parafield airports and manage a native plant nursery.



**9,670** 

# Our Good Corporate Neighbour partnerships supported:



- » 36,799 Royal Flying Doctor Service aeromedical retrievals Australia wide; and
- » Dress for Success which supports and encourages women who are developing their careers and striving to achieve economic independence.







# ECONOMIC IMPACT

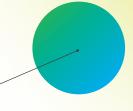
PARTNERED WITH MAJOR ARTS FESTIVALS AND EVENTS



Over

40,000





Total audiences



\* ADELAIDE
\* FRINGE \*

sold over

780,000 tickets

**Generating over** 

\$186м



gross expenditure

# PEOPLE, TALENT AND LEADERSHIP

Our most important enablers of growth are our people, who bring unparalleled talent and a high performance mindset to all that they do. Our people make our company what it is and create value by growing our business responsibly and sustainably.

Strengthening the capabilities of our people as well as engaging them and rewarding them appropriately are priorities at every level of the company, enabling us to continue to attract and retain the best talent in every position.

Looking forward, we're deepening the number and type of specialised roles in response to business complexity and resourcing imperatives for an increasingly diversified airport company. New roles, multi-discipline teams and digital enablement will deliver improved productivity to meet new challenges.

# **VALUES ALIGNED CULTURE**

Clearly aligning and embedding our values and culture is a crucial part of executing our strategy and maintaining strong ethical conduct.

A

**Be ACCOUNTABLE and AUTHENTIC** 

Conduct ourselves with INTEGRITY

R

Be RESPONSIVE, efficient and RESPECTFUL

P

Take PRIDE in our achievements

0

Be OPEN and friendly and encourage diversity



**Build RELATIONSHIPS based on trust** 



Foster great TEAMS



# LEADERSHIP AND LEARNING

Our employee value proposition is designed to attract, inspire, engage, retain and motivate a diverse and talented leadership.

Our people strategy also means having the right people in the right roles with the right skills and effective leadership planning, ensuring the business has the capability, capacity and experience to preserve and create value.

We provide people with targeted role-based learning and development alongside mandatory training, complemented with on-the-job skills development. Our development of people extends to leaders who increasingly are expected to lead and coach their teams to shape the leaders of the future.

Building on this, we have now embedded 360 and 180 degree stakeholder and peer feedback into performance management at executive and manager levels to further align our vision, strategy, values and behaviours with individual and team performance, building an agile organisation with accountable and empowered people.

# LISTENING TO OUR PEOPLE CREATES VALUE

We continue to shape our business to perform through a team of engaged people who are motivated by our values and determined to achieve our vision. Asking our people each year what they think and feel about working at Adelaide Airport through our engagement survey is key to building a high performance culture. A strong engagement result this year of 69.8 per cent saw us again out-perform the 'employer of choice' benchmark. Our engagement result was supported by strong results in endorsement, job orientation and relationships categories. Focus areas for 2019 will be health and wellbeing, opportunities, work enablers and performance culture.



# WELLBEING MATTERS TO US ALL

Our Wellbeing program offers special focus topics in which staff can engage with special guests, taking a broad approach to healthy minds, healthy bodies, healthy relationships and the shared benefits for home and the workplace.

### **FACTS**

### 173 Employees

12 New roles created

Over 1500 candidate applications

# PERFORMANCE INDICATORS



### **Engagement**

69.8% employee engagement score 66% employee endorsement



### **Diversity**

34.1% female employees
55.6% of employees awarded promotions
were female
Enhanced paid parental leave and family

Enhanced paid parental leave and family assistance benefits



# PARAFIELD AIRPORT

### **OUR VISION**

Parafield Airport Limited's (PAL) vision is to be an aviation centre of excellence and vibrant economic hub, recognised for our positive influence on the community and economy.

PAL is a wholly owned subsidiary of Adelaide Airport Limited (AAL) and a world-class pilot training airport for a number of the world's largest airlines, and makes an important contribution to the South Australian economy.

A top 10 airport in Australia for aircraft movements, Parafield Airport is delivering on its vision and in turn its contribution to the local economy through ongoing aviation business enhancement and tailored property development. Pilot training and recreational activities dominate general aviation at Parafield Airport with a recent cyclical uplift in charter services to service mining activities in South Australia.

### **FACTS**

- » Parafield Airport Master Plan approved by the Federal Minister for Transport
- » Celebrated 90 years of aviation history
- First general aviation airport in Australia to achieve Level 3 Airport Carbon Accreditation
- » Parafield Aviation Heritage Centre opened, celebrating the aerodromes rich history and capturing the key themes and moments that have occurred over nearly a century
- » State-of-the-art flight simulator centre opened by Flight Training Adelaide, providing an alternative training environment that reduces circuit training requirements
- » Introduction of leading edge wildlife hazard data capture technology and harassment tools





# REACHING OUT TO THE FUTURE GENERATION

Under the Inspiring Futures for Young Women (IFFYW) program launched in Australia in June, Parafield Airport staff have developed a program with the Northern Adelaide State Secondary Schools' Alliance to maximise learning opportunities, career pathways, retention and educational outcomes based around aviation.

# CHALLENGES AND ISSUES

Parafield Airport is acutely aware of the impact aviation-related activities, and particularly noise generated by these activities, can have on the local community. In response, we have a broad range of programs in place to address aircraft noise around the airport.

The past five years has seen flights movements for Parafield Airport remain stable.

# **OUTLOOK**

With the aviation in the midst of a world pilot shortage, having Parafield Airport servicing the global market underpins growth, local job opportunities and a significant contribution to the northern Adelaide region.

The airport will broaden its appeal as a base for helicopter service and maintenance, and enhance the role the airport plays as a key element of transport infrastructure.

### **FACTS**

Total aircraft movements	203,852, DOWN 7%
Contribution to gross state product	\$263M
Supported full-time equivalent jobs	2,445
Commercial pilot graduates	360
Recycled stormwater	728 ML



# OUR GOVERNANCE



**ROB CHAPMAN** AssocDipBus FAICD, FFSIA



**MARK YOUNG** B.Ec, FCPA, FAICD, FCIS

Chairman



**JOHN WARD** BSc, FAICD, FAIM, FAMI, **FCILT, FRAeS** 





Director

**ALAN MULGREW** BA, GRAICD, JP

Director



JANE YUILE BSc, MBA, FCA, FAICD





**CHRIS McARTHUR** B.Eng., MBA, FAICD

Director



JIM TOLHURST B.Comm, MBA, FCPA, FCIS, FAICD

Director Until 5 December 2017

JAY HOGAN MBA, AFAMI, JP

Director





**MICHAEL GORMAN** B.Sc. (Arch), B.Arch., MBA, AMP, GAICD

Director From 5 December 2017

Adelaide Airport Ltd (AAL) develops strong and effective governance frameworks for risk and compliance and to achieve the highest ethical standards. See the Corporate Governance Statement 2018 on our website.

# - ANNUAL REVIEW 2017 - 18

# **BENCHMARKS**

GRI Reference	Description	Relevant Section / Commentary
102-1	Report the name of the organisation.	About this Report
102-2	Report the primary brands, products, and services.	About this Report Our Strategic Performance Strengthen Our Priority Growth Areas
102-3	Report the location of the organisation's headquarters.	1 James Schofield Drive Adelaide Airport
102-4	Report the number of countries where the organisation operates, and names of countries where either the organisation has significant operations or that are specifically relevant to the sustainability topics covered in the report.	About this Report Our Strategic Performance Strengthen Our Priority Growth Areas
102-5	Report the nature of ownership and legal form.	https://www.adelaideairport.com.au/corporate/about-us/management-governance/
102-6	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	Our Strategic Performance Strengthen Our Priority Growth Areas
102-7	Report the scale of the organisation, including:	About this Report
	» Total number of employees	Our Strategic Performance Strengthen Our Priority Growth Areas
	» Total number of operations	Be known for great leadership, people and
	» Net sales (for private sector organisations) or net revenues (for public sector organisations)	relationships
	» Total capitalisation broken down in terms of debt and equity (for private sector organisations)	
	» Quantity of products or services provided	
102-16	Describe the organisation's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	Be known for great leadership, people and relationships
102-18	Report the governance structure of the organisation, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	https://www.adelaideairport.com.au/ corporate/about-us/management- governance/

GRI Reference	Description	Relevant Section / Commentary
102-47	List all the material aspects identified in the process for defining report content.	Who Are We
		Materiality Issues and Stakeholder Engagement
102-48	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	No restatements made in this report
102-49	Report significant changes from previous reporting periods in the scope and aspect boundaries.	About this Report
102-50	Reporting period (such as fiscal or calendar year) for information provided.	About this Report
102-51	Date of most recent previous report (if any).	Not applicable
102-52	Reporting cycle.	About this Report
102-53	Provide the contact point for questions regarding the report or its contents.	reception@aal.com.au
102-54	Report the 'in accordance' option the organisation has chosen.	This report is informed by the GRI Standards
102-55	Report the GRI Content Index for the chosen option.	GRI Content Index added as Appendix
201-1	Direct economic value generated and distributed	Our Strategic Performance Strengthen Our Priority Growth Areas
302-1	Energy consumption within the organisation	Shape Our Business to Perform
302-3	Energy intensity	Shape Our Business to Perform
302-4	Reduction of energy consumption	Shape Our Business to Perform
305-1	Direct greenhouse gas (GHG) emissions (Scope 1)	Shape Our Business to Perform
305-2	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Shape Our Business to Perform
305-4	Greenhouse gas (GHG) emissions intensity	Shape Our Business to Perform
305-5	Reduction of greenhouse gas (GHG) emissions	Shape Our Business to Perform
306-2	Total weight of waste by type and disposal method	Shape Our Business to Perform





GRESB : Global Sustainability Ranking Sector leader awards

Ranked 1 out of 13 participating global airports

Airports Councils International Green Airport's Asia Pacific Platinum

'War on waste' recycling program

# **Marketing Award**

Routes Asia

4 - 20 million passengers category

