



Providing World Class Facilities

Delivering on our Promise

Adelaide Airport has continued to evolve and develop in line with the requirements and opportunities identified in Master Plan 2014. Many of the developments outlined in the previous Master Plan have been realised. The Atura Hotel has been built and opened, while the Terminal Expansion Project (TE_x) has commenced.

Commercially, new development and businesses have progressed including the hotel, Beau's Pet Hotel, OZ Minerals Office, Australian Clinical Labs, Kennards Self Storage, MedSTAR Helicopters, Royal Flying Doctor Service, KickStart for Kids Warehouse, Pilatus Australia and AFL Max; while others have been approved or are in the planning phase.

These offerings add to the commercial ecology within the Airport Business District and attract additional people and businesses that are drawn to the strengths of the location and access to transport, freight and logistics.

The forecast growth and subsequent plans for aviation and airside facilities identified in the Master Plan 2014 have ensured that the airport facilities keep pace and continue to offer a great customer experience. Adelaide Airport Limited (AAL) has continued to update facilities including planning for aviation-support facilities, and improved efficiencies of existing aircraft pavement areas.

For more than 10 years, Adelaide Airport has participated in the Airport Council International's passenger satisfaction benchmarking programme, Airport Service Quality (ASQ). ASQ enhances AAL's understanding of passengers' needs, priorities and expectations. The monthly survey results allow AAL to monitor performance over time, which assists in prioritising improvements to customer services and facilities. The global nature of the survey also permits benchmarking of performance against local and international peers.

Since commencing the programme, Adelaide Airport has consistently rated in the top three places among all Australian and New Zealand airports for overall customer satisfaction. AAL regularly releases the quality of service report on the AAL website. Customer feedback (through ASQ and other forms) also informs upgrade and development planning.

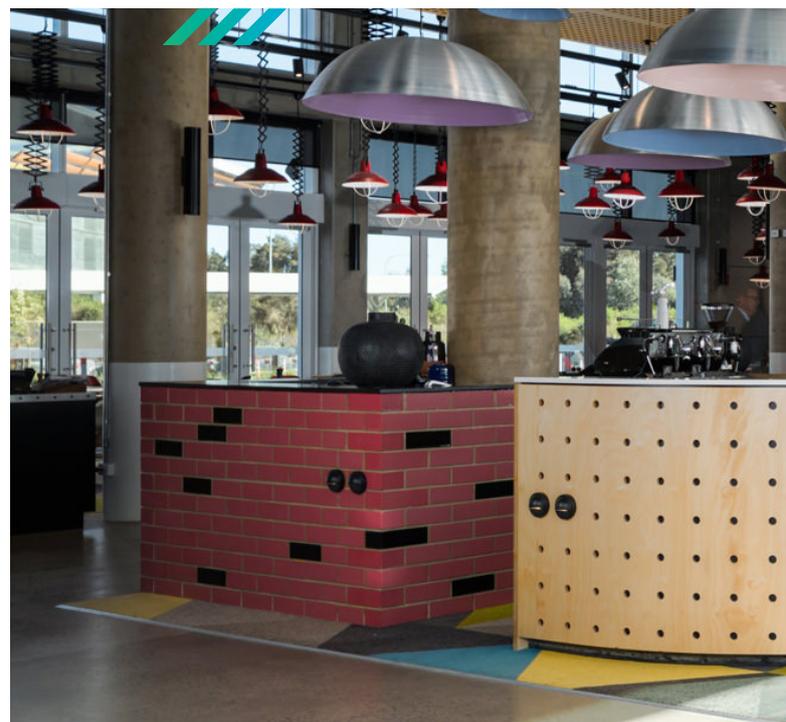
AAL recognises that Customer Experience is not just about the passengers. AAL also strives to ensure that businesses and their visitors have an exceptional experience through efficient land use planning, design and delivery of commercial developments.

Catering for growth

Passenger and aircraft movement forecasts fundamentally influence the development and timing of infrastructure.

Passenger movements at Adelaide Airport are forecast to more than double from 8.5 million in 2018 to 19.8 million in 2039.

This passenger growth is supported by additional aircraft movements, however forecast aircraft movement growth is anticipated to be at a significantly lower rate - from 106,000 movements in 2018 to 168,500 movements in 2039.



Providing world class facilities

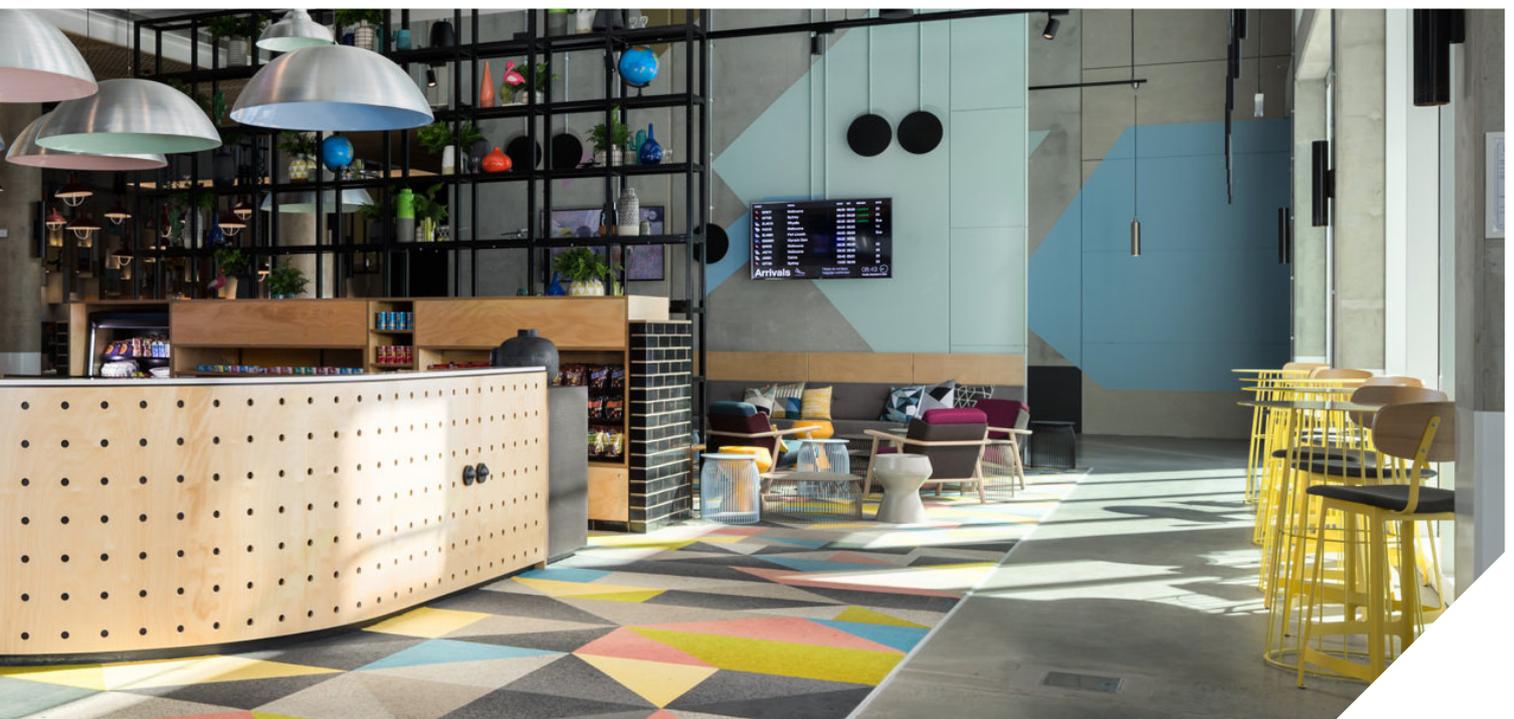
AAL will continue to develop and expand aviation facilities to:

- Meet the growth in new or expanded services
- Improve Customer Experience and delight customers
- Reduce processing times and ensure streamlined flows from drop-off to aircraft and vice versa
- Adapt to new legislation
- Improve safety
- Adapt to new and emerging technologies

The ongoing development of both the airfield and terminal to meet forecast passenger and aircraft demand is fundamental to the successful operation of Adelaide Airport.

The Master Plan identifies the following key findings:

- The current Terminal Expansion Project (TEx), which will significantly upgrade the international arrivals and departures, and creates more retail and dining options for both domestic and international travellers, provides the building blocks for the Terminal 1 improvements for the next eight years
- In addition to TEx, the first eight years of the Master Plan to 2027 will focus on:
 - Expansion of Terminal 1 to the north-east, with subsequent expansion being to the south-west
 - Expansion or relocation of the central security screening point (due to changes in security regulations)
 - Increased check-in capacity, including common-use, fast check-in technology and bag drop
- Expansion of the departure lounge to the north to accommodate domestic traffic, which will support additional aircraft parking positions
- Expansion of the baggage make-up area to the south
- New technologies and finding innovative solutions will improve Customer Experience, optimise operations and reduce disruptions
- The existing runway system provides sufficient capacity to handle the forecast volumes of air traffic beyond the 20-year planning horizon of this Master Plan. Airfield developments will focus on:
 - Enhancement of the apron and taxiway system
 - Expansion of the existing aviation fuel storage facility, including additional storage tank and further investigations into a pipeline connection to the Birkenhead fuel facility
 - Development of the Airport East Precinct to allow for consolidation and expansion of existing airport freight aviation support facilities
 - Continued development of the Tapleys Precinct for fixed wing and rotary aircraft operations
- A staged program of development to increase passenger terminal facilities, aircraft parking and apron expansion is proposed over the 20-year planning horizon, responding to demand and airlines' needs



Terminal Expansion Project (TEEx)

Construction commenced in August 2018 on the Terminal Expansion Project (TEEx). TEEx will significantly upgrade international arrivals and departures, and create more retail and dining options for domestic and international travellers.

TEEx will ensure Adelaide Airport continues to provide a high level of customer experience for all travellers well into the future. It will see the upgrade and expansion of the main terminal at Adelaide Airport to support the continued increase of international passengers. The project is scheduled for completion in mid-2021.



Delivering innovative solutions for our customers

The Adelaide Airport of tomorrow will feature new technologies and processes that make the customer experience faster, easier and more intuitive.

Such technologies and other innovations will improve customer experience, optimise operations and reduce disruptions. Technologies that are already being implemented at Adelaide Airport include the progressive upgrade from conventional check-in counters to self-service check-in and bag drop, use of permanent bag tags to replace paper bag tags, and SmartGate automated self-service border control services.

The development and implementation of this Master Plan is not just about building infrastructure, but also about thinking innovatively to deliver solutions that are right for AAL customers, inclusive of passengers, tenants, airlines and commercial businesses located at the airport.

Technologies that may be considered in the future include:

- Use of smart phones to guide passengers through the entire travel journey, from when they leave home to when they are at the airport
- Permanent bag tags embedded in passenger luggage that facilitate:
 - Decentralised bag drop, such as a drive-through at the airport or at hotels or in the city, to allow passengers to arrive at the terminal with bags already checked-in and unencumbered by luggage
 - Bag factory, allowing luggage to be checked-in at any time and screened and stored until ready for loading on aircraft
- Combined security and emigration walk-through screening that applies biometric technology
- Self-boarding or boarding by autonomous shuttles for aircraft departures
- Baggage on-demand, which provides smart phone notification when bags are ready for collection and allows bags to be delivered direct to the customer within the terminal or to the customer's destination (e.g. house or hotel)
- Autonomous vehicles within and around the Airport Business District