

KŌRERO

DECEMBER 2021 | ISSUE 05

Telling Our Stories

Kia ora koutou,

I'd like to start by thanking you for the warm welcome to Queenstown Airport. Over the past three months, I have thoroughly enjoyed getting to know the team and wider community.

It was an interesting start, thanks to COVID. On my first day in the job there was not a single scheduled flight. Since then, the schedule has and will continue to build back. Flights from Auckland will resume soon, and I am hopeful that trans-Tasman will return in the first few months of 2022.

As we all know, COVID has had a huge impact on all tourism and aviation businesses in New Zealand and around the world. My focus since joining the airport has been very much on reconnection. A key element of that is doing our bit to ensure the safety and security of our people and passengers and being adaptable and prepared in a rapidly changing operating environment.

As an airport our role of connecting people is particularly important at this time of year. Each layer of protection we can introduce is vital to enable us to open back up to New Zealand and the world. Vaccination and testing are key. The Southern Lakes community has done an incredible job and the very high vaccination rate in the district adds an important layer of protection as people begin moving more freely around the country again.

With regard to testing, in October Queenstown Airport joined a coalition of 25 New Zealand businesses to import Rapid Antigen Testing (RAT) for use in workplaces. The tests are less invasive and more efficient, delivering results in 15 minutes. A small-scale trial was run across New Zealand by the companies during November and results submitted to Government. Forms of rapid testing are being successfully used overseas and proving to be an efficient and reliable tool to scan for COVID. Moving to efficient surveillance



Glen Sowry, Chief Executive Officer

testing is important in safeguarding our people and community as much as possible as we open up domestically and internationally over 2022.

What our region's recovery will look like is still unknown, but we do know that visitors will be keen to visit us once again and our airline partners are confident that the Southern Lakes remains a highly desirable destination.

We are currently working on our 10-year strategy for Queenstown Airport. The plan will shape the airport and its operations for the coming decade and beyond. One thing we will be focusing on is playing our part in the district's regenerative tourism ambitions. We will progress this work in consultation with our majority shareholder, QLDC.

In this edition of Kōrero you'll get an update on our sustainability journey, the terminal upgrade work underway which will improve the customer experience through security screening, and the resumption of our Noise Mitigation Programme for our neighbours.

I'd like to wish you all a safe and relaxing holiday season with your whanau. If you're staying close to home, I hope you get out there and enjoy all that we have on our doorstep. If you're heading away, I hope you relish the opportunity to travel and connect with loved ones. All the best for 2022.

Ngā Mihi,

Glen Sowry | Chief Executive Officer



Our Sustainability Journey

We've made some great strides in our sustainability journey and now have a dedicated Sustainability Manager in the Queenstown Airport team to help us implement our strategy and achieve our commitment to net zero emissions by 2050. While we have made that commitment, our goal is to reach that target earlier and we are working on a plan to do that.

In August we achieved Toitū Carbonreduce certification, which means at Queenstown Airport, we have accurately measured greenhouse gas (GHG) emissions, put in place initiatives to reduce them, and are seeing real results.

We measure scope 1, 2 and 3 emissions in line with ISO Standard 14064-1 and the Greenhouse Gas Protocol (GHG Protocol) and have achieved a 31% reduction in GHG emissions since the baseline year of FY19.

The reduction in emissions so far reflects the progress made to lower electricity consumption and increase waste

diversion, but it's also important to note the reduction in passenger volumes has played a part.

As the airport recovers from COVID and passenger numbers increase, the goal will be to ensure gross emissions continue to trend downwards.

Working with Toitū not only keeps us accountable but their team is helping us set science-based targets across the business to achieve our goals.

Part of our sustainability strategy is to make sure our team is engaged. People are our greatest asset, so we launched a dedicated Tiaki Team made up of sustainability ambassadors across our business to help drive change from within.

Our Tiaki leaders share ideas, ask hard questions and are the conduits for conversation with the wider team.



Trustees and operations team from Whakatipu Reforestation Trust

Reducing Waste, One Milk Bottle at a Time!

During Plastic Free July this year we went a bit 'old school' and removed plastic milk bottles from our staff rooms, replacing them with glass milk bottles delivered by, and returned to Farm Fresh Milk instead. The move was well received by the team and over the course of the year will remove about 1250 plastic milk bottles and lids from our waste-stream.

We had a chat to Logan Johnson, Founder and Director of Farm Fresh Milk to learn a little more.

How did the idea for Farm Fresh Milk come about? Where did it all start?

We visited a small farm in Golden Bay that sold milk through a dispenser at the farm. That's where the idea came from originally. We were contract milking a larger farm at the time. That farm sold and we had to move so decided to get our own small farm and go out on our own selling milk direct to customers. We wanted to share real milk with others, be able to farm more sustainably and take control of our destiny. We started with a farm vending machine, added in home deliveries, and now we're in cafes, offices, shops, and supermarkets across the bottom of the South Island.

What's different about Farm Fresh Milk?

Its locally sourced - most other milk on the shelf comes from Christchurch or Auckland.

It's full cream and non homogenised. Our milk is gently batch pasteurised so is as minimally processed as possible to retain the real milk taste and silky smoothness.

It's in glass reusable bottles which are returned to be washed and reused. To date we think we have stopped well over 500k plastic bottles from being used since we began!

Roughly how many businesses do you deliver milk to in the South?

We supply to about 70 businesses, and growing, across the bottom of the South Island and hundreds of home delivery customers.

If you're interested in getting milk delivered from the team at Farm Fresh South, visit farmfreshsouth.nz.

Whakatipu Reforestation Trust, A Legacy Partnership

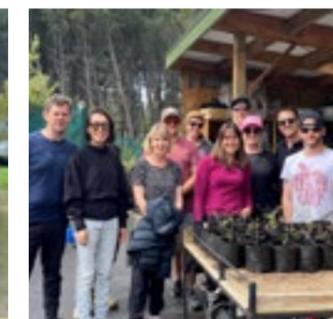
The Whakatipu Reforestation Trust was founded on a shared vision to protect and restore native biodiversity in the district through revegetation projects, collaboration, education and advocacy.

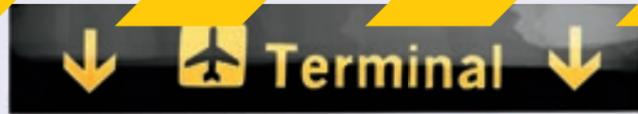
We have been supporting this vision and the Trust since 2016. As one of our Legacy Partnerships, it's a cause we're incredibly proud to stand beside. To help share the Trust's story with the community and visitors to the region we commissioned a custom illustration that spans the length of a wall in our departures terminal.

If you would like to support their work and plant a native tree, please visit www.wrtqt.org.nz/qac or scan the QR code below or on the wall art next time you're travelling through the airport.



Last month members of our team also attended a couple of planting days at the Trust's nursery in Kelvin Heights to help pot a variety of seedlings.





The vaccine keeps us together

[Covid19.govt.nz](https://www.covid19.govt.nz)

New Zealand Government



COVID-19 Update

It's been quiet at Queenstown Airport for the last few months. We've been happy to welcome flights each day from Christchurch and Wellington, but we have missed our friends from the North.

We're delighted that flights from Auckland will resume on 15 December and we're expecting to be busy over the Summer holidays.

While we don't know when trans-Tasman flights will resume at ZQN we'll be ready to go as soon as the date is confirmed.

Korerō Crew

Members of the Korerō Crew (formerly known as the Sani-Squad) have been visiting Queenstown Airport lately to remind those travelling through the airport about health and hygiene protocols and they are equipped with prizes. The crew was also sharing information about the COVID Vaccination Passport and supporting people download them on their phones.

These activations are part of the Government's COVID response, and we expect to see more of them at Queenstown Airport over the busy summer period.

Booster shots

The Government recently announced the availability of COVID booster vaccines. Booster shots are now available to anyone over the age of 18 at least six months after their second vaccination. We recently held a four-day pop-up clinic at Queenstown Airport, in partnership with Southern District Health Board, for those working at the airport, and their household contacts, to access the booster easily.

Rapid Antigen Testing at Queenstown Airport

Over the last month we have been one of 25 New Zealand business participating in a trial of Rapid Antigen Testing (RAT) in workplaces.

RAT is used extensively and successfully in many countries and is proving to be a very efficient, less invasive, and reliable way of monitoring for COVID.

The tests are quick, returning a result in 15 minutes. It's much easier to administer than the standard PCR test, and simply involves a quick wipe inside both nostrils (around 2cm) with a small swab.





It's All About The People

In the last few months we have welcomed some new faces to the team.



Natalie Reeves

Natalie joined us in August in the newly created role of Sustainability Manager. Her background spans environmental planning across both public and private sectors. She's always had a passion for the environment and over the last ten years has volunteered for community groups that have a sustainability focus. Natalie will be leading our sustainability strategy implementation.

If you could fly anywhere right now, where would it be?

Perhaps more how than where, I would love to fly on one of the new electric aircraft being trialled by Sounds Air and Electric Air and if that aircraft could take me to Patagonia in Argentina so I could explore the Parque Nacional Los Glaciares and see Monte Fitz Roy I would be fizzing – but I might be waiting a while!

Favourite activity in the Queenstown Lakes District?

Who can pick one? The activities and opportunities available to explore the beauty on our doorstep are just all so exciting! In Winter I will always be skiing and in summer I will be mountain biking, but I love the places two feet, a paddle, a wetsuit or rope can take me. You name it, I'm keen!

I never travel without... my yoga mat and some herbal tea so I can relax and reconnect wherever I am.

Favourite New Zealand getaway?

Temple Basin in Arthur's Pass will always have a special place in my heart when it comes to winter adventure and finding a home in the mountains but in the Summer, the golden shores and lush forests of Tōtaranui are hard to pass up.



Jeff Hair

Jeff Hair has joined the team at Wānaka Airport as Airport Support Coordinator. Jeff has extensive experience in construction, property maintenance, and most recently as a full-time firefighter with FENZ so brings a wide range of skills to this varied role.

He has quickly become an integral part of the team with valued contributions to ensuring the ongoing operation of a safe and compliant airport. If you see him around, be sure to say hello.

If you could fly anywhere right now, where would it be?

Back to Canada. I have had the pleasure of a visit in the Summer and Winter and was amazed by both seasons. Vancouver is a cool city, BC has some magic scenery & wildlife, as does Alberta with plenty more places to explore.

Favourite activity in the Queenstown Lakes District?

I've tried some cool adventure/adrenaline things in QT but for now I really enjoy just getting out into nature and exploring what this beautiful region has to show off either for a walk in the hills or a camping trip in my 4x4.

I never travel without... My kids will have a laugh at this one if asked what I will say...I tell them "Always make sure you have plenty of water!"

Favourite New Zealand getaway?

I always look forward to spending time over on Great Barrier Island at a lodge in Blind Bay that some of my extended family are involved in. It's a great place for a 'reset'.

Other new faces around the office include Glen Sowry, CEO; Kate Walton, People and Culture Manager (parental cover); Libby Baron, Senior Communications Advisor; Sam Brandt, Financial Accountant; Paul Drury, Project Accountant; and Eliza Xalco, Assistant Accountant.

Airport Safety Week 2021

Queenstown and Wānaka airports once again participated in Airport Safety Week in October.

The week is all about safety and the whole airport community had the opportunity to participate in safety demonstrations, interactive sessions, airfield tours and health checks.

A highlight this year was the Run, Walk, Bike the Runway. Over 60 members of the airport community took the chance to get in some morning exercise on the 1.8km runway. Other popular events included the Airport Emergency Services lunch, interactive fire truck session and Avsec's AIT body scanner demonstration.





Farewell to Mike Clay

Queenstown Airport's General Manager, Operations and Safety, Mike Clay is a well-known face around the airport and the district. Sadly, Mike will be leaving Queenstown Airport just before Christmas, one month shy of his seven-year anniversary, to head to the Solomon Islands. His new CEO role will see him lead a project to take the aviation sector (11 Government owned airports, Air Traffic Control and Aviation Security) out of Government control and set it up as a State-Owned Enterprise called Solomon Islands Airports Corporation.

During his time at QAC he has overseen the introduction of after-dark flights, apron overlay, and the building and commissioning of The Hub, Queenstown Airport's Operations Centre. Mike has been a champion of safety and security and introduced systems and processes to ensure we continuously excel in this space. Mike will be missed by all, but rest assured you'll see him around as he'll be keeping his family home in the district and spending holidays here with his family.



Flights Returned (Again!)

On the 8th September we welcomed back flights (again) under Alert Level 2. Air New Zealand flight NZ1239 from Christchurch was the first to touch down.

Easier to Rideshare

In September we welcomed Uber to the Airport. It's now easier to use rideshare apps like Uber and Ola at the airport as pick up and drop off is right outside the departures terminal.





Advanced Imaging Technology body scanners at Dunedin Airport

Avsec's New Body Scanners

Noticed some construction? We are paving the way for body scanners at Queenstown Airport which will be operational from February 2022 or when the trans-Tasman border opens, whichever comes first.

Aviation Security (Avsec) is introducing new AIT Body Scanners in New Zealand airports to detect prohibited items worn or carried on your body and both metallic and non-metallic items such as powders.

Some important things to know about the Body Scanners:

- They are safe to use. The low-level radio waves and the short time you're being scanned means you're exposed to less energy than you'd get using a mobile phone. The radio waves are reflected off your skin and don't penetrate your body
- You'll no longer be able to carry unsealed liquids, like takeaway coffees, through the security screening area. Give yourself time to finish your drinks before proceeding through security screening or wait until you are in the departure lounge before purchasing a beverage
- Airpresso has a small café in the departures area where you can purchase beverages including coffee
- Liquids sealed in watertight containers like a thermos or drink bottle are fine to bring through the screening area
- Don't forget to divest! When you arrive at the screening area make sure you take everything out of your pockets, take your belt off and any big jewellery like solid bracelets. This will help you get through screening quickly.



Dame Therese Walsh, Chair Air New Zealand, and Ruth Stokes, CEO Queenstown Chamber of Commerce at the Women in Business Lunch in November

Women in Business Series Launched

In November we announced a partnership with the Queenstown Chamber of Commerce to present a new Women in Business Series.

The programme has been designed to support, empower and connect local businesswomen through a range of events showcasing prominent local and national business leaders.

There will be four business lunches per year and 10 morning teas, each with a guest speaker. The monthly morning teas kicked off on 5 November with Queenstown Airport board member and local business leader Anne Urlwin, followed by our first quarterly Women in Business Lunch with Air New Zealand Chair Dame Therese Walsh on 19 November.

The rest of the programme will feature a range of diverse business leaders including breathing coach Emma Ferris,

fitness extraordinaire Kate Ivey, lawyer Fiona McMillan, xtravel NZ owner Victoria Keating and many more.

Sara Irvine, our GM Corporate and Community Affairs, said there's been a lot of change and challenge over the past couple of years and she hoped this new series gives women an opportunity to come together, learn from each other in an inclusive and welcoming environment, and to showcase the diversity of talent and experience in this part of the world.

"The first two events in November were really well attended and we're looking forward to hearing more talented women from around the region and country talk about their experiences in business."



Takahē Take Flight

Department of Conservation (DOC) had some very precious cargo leave Queenstown Airport in September with Air New Zealand, bound for Rotorua! As part of the DOC Takahē Recovery Programme, George and Kotahi left Burwood Takahē Centre near Te Anau to fly north to their new home at Wairakei Golf + Sanctuary near Taupo. James from DOC was on hand to ensure they caught the flight safely and on time! It was a great opportunity to take a moment to celebrate nature during Conservation Week.



Brookes Road Carpark

While our Park'n'Ride is in hibernation, the parking area on Brookes Road has transformed into a 24/7 public car park. Its location just behind Mitre 10 makes it a great option for those commuting from further afield and needing convenient parking options. Parking starts from \$2 for up to 4 hours, or \$4 for a full day

Free Terminal Parking for Locals

Up until 31 December, between 11.30am and 1.30pm locals can park for free at Queenstown Airport! It's a great opportunity to support local businesses by doing a spot of Christmas Shopping at the likes of Kapa, Global Culture, Remarkable Sweet Shop or Paper Plus, or enjoy lunch with friends. Just visit the information desk to get your parking ticket validated before you leave.



Noise Mitigation Programme

We have prioritised the resumption of our Noise Mitigation Programme after it was paused due to COVID. Over the next few months, we will be working with owners of homes in the mid-noise sector and offering mechanical ventilation systems to help reduce the impact of aircraft noise. You can find out more about the programme on our website – queenstownairport.co.nz/noise





Sunflower Lanyards Supporting Those with Hidden Disabilities

People with disabilities travelling through Queenstown Airport can now do so a little easier thanks to the introduction of the Hidden Disabilities Sunflower Scheme.

Sunflower lanyards are a way for passengers to discreetly let staff know they have a non-obvious disability and may need additional support or extra time to access services, move through the airport and process important information.

The initiative was first launched in 2016 by Gatwick Airport in the UK and the Sunflower Scheme has since become a globally recognised symbol by major transportation hubs, private organisations, sporting and entertainment facilities, health and emergency providers and more.

Airports can be busy places and overwhelming at times for people. The sunflower gives people with a non-obvious disability the option to discreetly identify themselves to the airport team knowing they will be offered support should they need it.

The Sunflower programme is optional and passengers or visitors to the airport can visit the information desk in the main terminal to collect their free Sunflower lanyard and Sunflower card. Either those with disability, or someone travelling with them can wear the lanyard.

Queenstown Airport is the second airport in New Zealand to introduce the programme, following Wellington Airport who introduced the initiative in December 2020. All Australian airports you can fly to from Queenstown also recognise and support the Sunflower lanyard.

Sunflower lanyards are available for collection from the Information Desk inside the terminal at Queenstown Airport. The lanyards are theirs to keep so travellers can have them handy for future journeys.

Visit queenstownairport.co.nz/travelling/airport-guide for more information.

Commitment to Living Wage Continues

We're proud to continue our commitment to pay at least the living wage (\$22.75) across our QAC staff, as well as to our contracted security and cleaning team.

Kate Walton, our People and Culture Manager, says paying the living wage is an important part of the organisation's commitment to sustainability and being a good employer.

"We are proud to continue our support for the Living Wage and our 'one team' philosophy means we remain dedicated

to extending the Living Wage to our contracted cleaning and security staff, as well as permanent staff.

"We know the cost of living in the Queenstown Lakes District is higher than other areas in New Zealand and this commitment is just one of the ways we can help our team thrive and enjoy all that the region has to offer."

Queenstown Airport was the first airport company in New Zealand to achieve Living Wage accreditation in New Zealand in 2019.



Members of our contracted cleaning team and operations team with Glen Sowry, CEO, Queenstown Airport.

A Snapshot Of What We've Been Up To

- Our AGM took place on Friday 22 October. Our Chair Adrienne Young-Cooper and CEO Glen Sowry also presented to our shareholders on the year that was, and what the future might look like. You can view the shareholder presentation on our website
- We submitted on the Civil Aviation Bill, which is currently going through its most significant re-write in 30 years

- Our Terminal Upgrade Programme has been in full swing. Construction has been happening over the past few months to work on seismic strengthening, expanding passenger screening area queue space, refreshing duty free and upgrading the heating, cooling, and ventilation system
- We have continued to support our tenants with various relief packages through the year
- Members of our team have been attending the regenerative tourism workshops hosted by QLDC, DQ and Lake Wanaka Tourism, providing feedback for the region's Destination Management Plan

Save Milford Airport

The Milford Opportunities Project Group (MOP), appointed by the Government, recently presented its Masterplan for the future of tourism in Milford Sound. The plan currently recommends the closure of Milford Sound Airport.

The closure of the airfield would mean fixed wing aircraft could no longer operate in and out of Milford Sound. Not only would this have a permanent and devastating impact on many general aviation businesses in the district, it would remove an important civil-defence lifeline in the case of a natural disaster or road closure.

In response, General Aviation operators at Queenstown Airport have joined others to form the Save Milford Airport group, highlighting the issues with, and consequences of, the proposed closure.

Queenstown Airport, alongside the newly formed group, supports the mission to ensure a sustainable tourism future for Milford Sound but does not support the closure of the airport. We believe that Milford Airport should remain and can be a positive part of Milford Sound's future.

To find out more contact James Stokes, Glenorchy Air / Save Milford Airport



Connect with Us



@queenstownairport



@queenstownairport



@NZQN



nz.linkedin.com/company/zqn



community@queenstownairport.com



queenstownairport.co.nz

Queenstown Airport Corporation Limited
PO Box 2641, Queenstown 9349, New Zealand
Phone: +64 3 450 9031
www.queenstownairport.co.nz