

Fostering sustainable growth in 2018

After major milestones achieved, the new calendar year fosters a sense of excitement and anticipation about the 12 months ahead.

2017 will certainly be remembered as a momentous one for Queenstown Airport with the release of our 30-Year Master Plan options and reaching the 2 million passenger milestone for the first time.

Thank you to everyone who helped us celebrate this significant moment in our history, from cameo appearances in our celebratory video and Rescue Fire cooking up a storm at the community BBQ, to the community and customers who came out to welcome our 2 millionth passenger.

Our work on the 30-Year Master Plan will continue as we evaluate the feedback received from our online survey, one-on-one meetings, community forums and regional drop-in sessions. We're also working through the constraints identified in the process, including our land and noise boundaries, destination infrastructure issues and how we can unlock these important areas to enable future development.

With passenger growth forecast to continue, we're developing a programme called "Project Pathway" that allows us to provide for growth until we begin implementing a preferred Master Plan option.

Crossing multiple areas of the airport, Project Pathway will enable airfield and terminal capacity to accommodate our growth, while ensuring we continue to provide an exceptional experience for our customers.

The construction of the new operations centre, expansion of space for our border



agency teams and the new apron overlay will also assist in accommodating this future growth.

As part of our increased focus on enhancing the customer experience, we've energised our forecourt area to create a thriving, welcoming environment for customers and staff. Locally-inspired food 'pop-ups', native planting, additional timber seating, bean bags and sun umbrellas have been added to create an attractive outdoor area.

Wanaka Airport will also be a key priority in 2018 as we work with QLDC to finalise a long-term lease for the airport. Once completed, we'll be having conversations with the airport, local and regional communities to identify opportunities for the future development of the airport. A master planning process will then follow.

As part of our continued commitment to the communities we serve, we're excited to once again be partnering with Warbirds Over Wanaka, one of the region's largest and longest running events. A huge

congratulations to the Board of Trustees, Ed Taylor and Mandy Deans for planning what promises to be an amazing show to celebrate the 30th anniversary of this awesome event. More information - including how you can win passes to the event - can be found in our story on page 4.

While the busy season is set to continue into autumn, I want to say a massive thank you to everyone across the airport communities in Queenstown and Wanaka for your hard work over the peak Christmas and New Year holidays. Our visitors continue to comment on the warm and friendly welcome they receive, which adds to their memorable journey in our beautiful region.

Stay safe and take care in the warm summer weather.

Colin Keel
Chief Executive

Chinese New Year

The Chinese Year of the Dog begins on 16 February 2018 and we're celebrating with lanterns and red, gold theming across the terminal.

Chinese New Year takes place on a different date every year – this is because it is based on the lunar calendar and lasts around 15 days until the Lantern Festival on the 15th day of the first calendar month.

Perhaps not surprisingly, people born in the Chinese lunar Year of the Dog are said to demonstrate many attributes we commonly associate with man's best friend: honesty, intelligence and loyalty, with a passion for justice and fair play.

Smooth operator

Go Rentals has added 3 new self-service Kiosks at their Queenstown base to help smooth the journey for customers who hold NZ, Australian and UK Driver's Licences.

Go Rentals Queenstown Manager Wayne Addison said the feedback so far had been fantastic, with customers loving the new technology. "The new kiosks help us process our customers much faster than lining up at a desk. While customers confirm their booking at the kiosk, the team is already bringing their car around ready for when they've completed check-in."

Channel your inner Steve Williams

The 2018 ISPS Handa New Zealand Golf Open team is calling for caddies from 1-4 March - 150 of them to be exact!

So if you're a social or serious golfer, have a good enough level of fitness to carry a golf bag around The Hills and Millbrook golf courses, and want to be part of the action please register your interest at www.nzopen.co.nz.



Drone map app



AirMap Application ▲

Airways (NZ's Air Traffic Control) is making a last call for drone (UAV) users to download the free AirMap app as part of a trial to enable safe and legal drone flights in the region.

Queenstown and Wanaka are involved in the trial, underway until the end of February, which enables drone users to seek the necessary airspace and public landowner approvals to fly, file flight plans, and access real-time information about other aircraft in the area.

Drone flights have increased from 30 to 600 per week over the past 3 years, so it's important that everyone flies safely without breaking the NZ Civil Aviation rules.

Feedback from the trial will inform decisions around a potential National UAV Traffic Management system. For more information visit www.airways.co.nz.

So where are the NO DRONE ZONES in Queenstown?

Clayton from Airways in Queenstown recently chatted to the team at LWBTV to explain the rules. Check-out the video in the videos section on their Facebook page: www.facebook.com/lakesweekly

New Air NZ kiosks

Last month the installation of 20 new Air New Zealand check-in kiosks was completed and saw the last of the airline's old kiosks fly off into the distance.

The replacement of their domestic kiosk fleet was no easy feat with 120 kiosks installed in 12 nights across 5 airports.

Air New Zealand's Queenstown Airport Manager Chris Woods said: "The kiosks are considerably faster and more reliable. They have improved our group check-in acceptance considerably and they look great."

We're digging their eye catching, sleek and modern design. Nice one Air New Zealand.



SAFETY MATTERS

Safety is our top priority at the airport and we continue to focus on improving our health and safety performance.

Recently, we achieved a major milestone in terms of Civil Aviation Rule requirements. In 2016, the new Civil Aviation Rule Part 100 – Safety Management was introduced to

move New Zealand's aviation safety performance to a more risk-based approach via the implementation of formal Safety Management Systems and bring it in line with other international requirements. Since the new rule was introduced, our Operations team has analysed our current safety management systems and processes and worked to

bring them under the new framework being initiated by New Zealand's Civil Aviation Authority.

We're delighted to report that our new Safety Management Systems framework was audited by the CAA in December and the certification was formalised in January 2018.

Chunky pop-up

Welcome to Chunky, our latest retail pop-up in the terminal. The brainchild of Kapa owner Mark Moran, the store stocks wallets and bags from the premium leather goods brand Status Anxiety as well as sunglasses, double-wall stainless steel drink bottles and watches designed by Mark himself. This stylish little store is only here until the end of April so make sure you stop by.



Plant B proving popular



Based in the forecourt until at least the end of April, the new Plant B pop-up is proving to be a popular addition to the airport's food and beverage offering.

The brainchild of Rehab in downtown Queenstown, Plant B is a socially-conscious grab 'n' go eatery taking a creative plant-based based ideology to food with delicious fresh salads, warm bowls, bone broths and smoothies – most of which are gluten, dairy and sugar-free.

The team also aims to challenge people to think more about their consumption, look deeper into their own personal supply chain and act more consciously.

Everything the Plant B team does reflects their dedication to gathering, sourcing, and creating plant-based food solutions that give back. From the re-purposed shipping container, compostable packaging and sustainably sourced ingredients to a drive for innovation in food delivery, the company has a purpose to become zero waste.

Swing by if you haven't already – Plant B is open daily from 7am-8pm and ask about the loyalty programme if you're a regular. For the latest updates and menus follow them on Facebook www.facebook.com/PlantB.NZ.

December passenger numbers

Passenger numbers for December compared to the same period last year

+13% Total passengers

+14% Domestic passengers

+10% International passengers

 [View all airport stats at queenstownairport.co.nz/stats](http://queenstownairport.co.nz/stats)

Wanaka team expands

Last month we welcomed aviation professional Daniel De Bono to the Wanaka Airport team as Operations Manager.

Daniel complements the current team, comprising Safety and Compliance Co-ordinator Caroline Dumas, Facilities and Maintenance Manager Ralph Fegan and Communications Advisor Naomi Lindsay. The team will continue with day-to-day airport operations, while working with the QAC leadership team and the community on the future growth of the airport once the long term lease with QLDC is in place.



▲ Wanaka Airport Team

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Helicopter heroes

When the going gets tough, the tough get going and this was certainly the case in the recent Mt Alpha fire in Wanaka.

The emergency services, helicopter companies and local community all rallied and thanks to their mammoth efforts (and a little help from some much-needed rain), the fire was contained fairly quickly.

With large helicopter bases at Queenstown and Wanaka airports, companies on both sides of the hill were quick to answer the call. Armed with monsoon buckets, they attacked the fire from the air, supporting the ground crews to ensure preservation of life and property.

A big thanks to our heli operators and to everyone who worked so tirelessly – the fire could have been much worse had it not been for the quick response. And please remember that while the recent rain and cooler weather have helped, our fire risk is still high so stay vigilant.



I feel the need, the need for speed

It doesn't get much better than this! Don't miss the United States Air Force F-16 Fighting Falcon Jet Demonstration Team at the Warbirds Over Wanaka 30th Anniversary Airshow this Easter (30 March - 1 April).

Travelling from the Misawa Air Force base in Japan, these guys will put on an exhilarating display.

Event General Manager Ed Taylor said of the coup: "There is nothing like seeing and hearing these aircraft up close and personal. The bonus will be seeing them perform against the magnificent Wanaka mountain backdrop."

We quite agree Ed and can't wait to check it out for ourselves.



▲ United States Air Force F-16 Fighting Falcon Jet

Win Silver Passes



If you'd like to go in the draw to win 1 of 2 double silver passes to the Sunday show (\$318 value), just email your favourite Top Gun movie quote through to: michelle.debono@queenstownairport.co.nz before 5pm Friday 2 March.