

June 2018

 Auckland
Airport

AKL Update

AKL Update is our new Auckland Airport quarterly newsletter that aims to keep the airport community up-to-date about the change and progress in building our airport of the future.

Message from Andre Lovatt, Airport Development & Delivery General Manager



Kia ora! It's my pleasure to welcome you to the second edition of AKL Update.

We've just passed the halfway point of the year and it's a good time for me to take stock of the first half as well as look ahead to the exciting challenges we have coming up as we build our airport of the future.

It's a very complex operation to carry out the biggest transformation in the airport's history. We have to ensure that thousands of travellers each day continue to have a positive customer experience at the airport, which is usually the first or last impression of New Zealand for most international visitors.

I've been impressed by the way our people, government agencies, airlines and transport operators have worked collaboratively to ensure that Auckland Airport remains a great place to say hello or farewell to family and friends.

We recently opened the Pier B extension and have refurbished gates 15 and 16. The upgrade of the international departure experience continues to progress well and we have a number of transport projects on the go which will help to improve travel times and flows for people getting to, from and around the airport precinct.

I'm extremely pleased at the strong progress that has been made this year in building a world-class, yet uniquely New Zealand airport.

The second half of the year presents exciting opportunities with a few key milestones ahead that will help make journeys better for travellers, airlines and airport staff.

Thank you for your patience as we build the airport of the future.



Andre Lovatt

Building the airport of the future

Auckland Airport officially opened on 29 January 1966.

At the time, all flights used what is now the domestic terminal until 1977 when our international terminal was opened.

52 years later, Auckland Airport has evolved and grown from only several hundred thousand passengers in its inaugural year to 19 million in 2017.

We have been responding to that growth by spending more than \$1 million every working day to build our airport of the future, with \$1.8 billion to be invested in aeronautical infrastructure by 2022.

This 30-year vision to build our airport of the future is well underway. Travellers, airlines and airport staff would have noticed several changes taking place in the international terminal.

AKL Update is focused on telling our airport community about those changes, their impacts and how we will continue to operate New Zealand's largest and main gateway while we build our airport of the future.



Our next area of focus: international arrivals

The next area of focus in the construction of the airport of the future is the improvement of the new international arrivals experience.

International arrivals consists of Customs, baggage collection, MPI (biosecurity) processing area and the public arrivals area. An upgrade of these facilities will help improve passenger experience for travellers as well as provide an enhanced working environment for government agencies and airport staff.

The team working on this project is nearing the conclusion of the concept design phase, says Matt Walls, Development Manager.

"It's an exciting project to be a part of, and we are pleased with how the design is progressing."

"The new international arrivals area will be a bigger and brighter space. It will include increased area for Customs and MPI processing. While guests waiting for their friends and family can expect more seating and rest areas along with retail stores and food and beverage outlets," he says.

"We've been working through a number of stages of the concept design to present a new international arrivals area that will meet the needs of passengers, airlines, government agencies, as well as the airport."

Auckland Airport will soon move to the next phase of design.



Pier B extension open for business



The new Pier B extension of the international terminal is open for business, and for Hamish Corbett, Terminal Development Manager, it's a project he is pleased with.

"It's exciting to fully open this part of the terminal to passengers, airlines and airport staff," he says.

"I'm confident that this new extension will leave travellers with a positive final impression of Auckland Airport and New Zealand before they board their departure flight to their next destination. It looks and feels great," he says.

The 190 metre extension of Pier B was built to provide two more gate lounges (gates 17 and 18), each with two airbridges. This expands the airport's capacity to accommodate more planes - a total of four A380 or B787 aircraft at the same time. Alternatively, it will be able to accommodate eight smaller international aircraft.

Additionally, other parts of Pier B have been upgraded to ensure a seamless transition of new facilities for passengers moving through the pier.

A new food and beverage outlet will open shortly in the area, with refurbished gate lounges - 15 and 16 - reopened and in use. Both gates temporarily closed to allow for refurbishment work to take place, with new carpet and lounge seating that has USB and power outlets available for passengers and airlines staff.

Striking New Zealand artwork and sculptures welcome guests to this area of the international terminal, and the new extension is being utilised daily for international flights. This includes US-bound flights which requires secondary screening. The additional security check has been set-up prior to passengers entering the gate 16 bus lounge.

The first new gate lounge (17) and its airbridges opened in November 2017 prior to the 2017/18 summer peak travel season. The second new gate lounge (18) and its airbridges opened in February 2018.

Target completion ○
Mid 2018

Current status ○
Gates 15 and 16 have been refurbished with new carpet and lounge seating which has USB and power outlets available. A new retail store opened recently with a food and beverage store to open soon.

New international departure experience in its final stages

The upgrade of the international departure experience is in its final stages of construction.

The major upgrade of the international departure area is 90% complete and has already streamlined and enhanced the border processing experience for passengers.

Construction of the world-class passenger lounge and retail hub, which is more than twice the size of the previous space, is progressing well. Individual store fit outs for new retail stores and food and beverage outlets are already underway, and will be opening in the coming months.

A host of new luxury brand stores is set to open over the next few months. These include Rolex and Omega in a brand new Partridge Jewellers, Hugo Boss, Coach, Max Mara Weekend, Kate Spade, Michael Kors, Mont Blanc, Furla, Lacoste and Fossil. The new stores will make up our new retail 'high street' and will complement a number of New Zealand destination stores which opened in December 2017.

In addition to the new retail line up, the food and beverage options after security are undergoing a major redevelopment.

Lucy Thomas, Retail Manager, says the new luxury brand stores and food and beverage outlets will provide travellers with the best of New Zealand and the world.

"This new and exciting retail offer will cater to a range of travellers and showcase a curated mix of some of the best local and international cuisines, and products from around New Zealand and the world."

"We want people to leave New Zealand having had a retail and dining experience that is high-quality and just that little bit special at Auckland Airport," she says.

A new line-up of 27 food and beverage outlets across Auckland Airport's domestic and international terminals will create 370 new jobs over the next 12 months.

Twenty one are new outlets, which started opening from June 2018, and six existing outlets are being redeveloped.

Current status

New retail stores have opened in the new passenger lounge and retail hub. Individual store fit out for new luxury brand stores and some food and beverage outlets are in progress. Construction continues on our new mezzanine level where a new food and beverage and dwell area will be established.

Target completion
Late 2018



Micro-projects underway at domestic terminal



The domestic terminal has a number of changes on the way as part of a series of micro-projects being delivered.

The micro-projects consist of a number of significant enhancements over the next 18 months to ensure that the domestic terminal continues to accommodate for travellers as well as airlines and government agencies that work there.

A few of the micro-projects already in motion include the installation of new air-lock doors to replace all arrivals doors. These larger doors will improve passenger flow and security while decreasing operational issues.

Work to refurbish all landside bathrooms also started recently. This includes the expansion of the eastern bathrooms which will include a new parents room and first aid room. The expansion was made possible by the removal of one retail store and the relocation of another.

Carole Colquhoun, Domestic Terminal Development Manager says, "There is a lot going on at the domestic

terminal. These micro-projects will enable domestic operations to continue in the current facility until the new integrated terminal is ready."

"These are just the early works but visitors can expect a lot of changes. This will result in an increase to the capacity of our dwell spaces, more seating for travellers plus the reconfiguration of our main retail and food and beverage area."

What can visitors expect?

- Increased capacity of dwell areas (western and eastern end of the terminal)
- Reconfiguration of main food court area
- Increased check-in capacity
- Bathrooms expansion and renovations, including new parents and first-aid rooms
- New VIP lounges
- Arrivals doors replacement
- Ongoing roof renovation and maintenance work
- Domestic terminal forecourt optimisation, new canopies
- New wayfinding at the domestic terminal

Current status

Installation of new arrivals doors and refurbishment of all landside bathrooms including a new parents room and first aid room.

Target completion
Mid 2019

Reliable access to, from and around the airport

Travellers, employees and freight all need reliable transport access to, from and around the airport to reach their destinations.

Kellie Roland, Head of Master Planning and Transport, says, "We are focused on improving ground transport to, from and around the airport."

We have a suite of planned roading and transport initiatives underway to prepare for 2018/19 summer peak, the busiest travel period of the year.

"We are also working closely with NZ Transport Agency and Auckland Transport to improve state highway and public transport access to the airport," she says.

The Landing Drive roundabout upgrade is complete and recently opened as an eight-lane intersection. The upgrade involved Auckland Airport, Auckland Transport and the New Zealand Transport Agency (NZTA) and was delivered

by the MHX Kirkbride Alliance as part of the SH20A to Airport project.

Major road work continues on the Nixon Road Connection (pictured). The bypass will provide a direct north (SH20A) to south link (SH20B) through Nixon Road and will enable vehicles to avoid travelling through the airport precinct. It is expected help to improve traffic times and flows.

A number of other improvements to our transport network are set to kick-off over the next few months such as new signal meters at roundabouts and domestic terminal forecourt improvements.

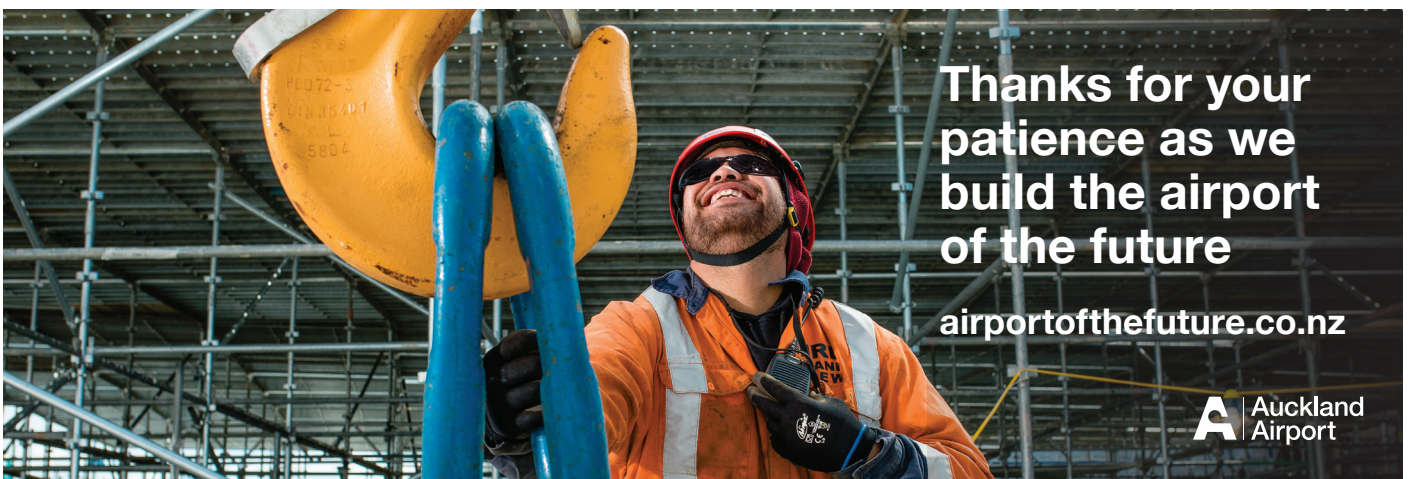
Auckland Airport is investing \$100 million between now and 2022 to upgrade its transport network - one of the biggest investments in NZ ground transport infrastructure by a private company.



The next edition

The third edition of *AKL Update* will be published in September 2018. In the meantime if you wish to read more information or keep up with the latest news about the building

of the airport of the future visit, airportofthefuture.co.nz. You can also stay up-to-date by following us on Facebook, Instagram and Twitter.



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patience as we
build the airport
of the future**

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